TRANSLATION SERVICES
Handbook of Instructions

Instructions For Translation, Quality Assurance, and Production

15 December, 2009

TABLE OF CONTENTS

Overview of Changes to 19 November 2009 Revision

Cover Page

- Changed subtitle - now just Instructions for Translation, Quality Assurance, and Production.

Section 1 - Purpose of the Translation Division

- Added purpose statement

- Added Translation Services Business Plan (May 14, 2007)

- Fixed punctuation

Section 2 - The Need for Spirituality in Translation

- Deleted "in many respects called to the work."

Section 3 - Guidelines for Translating Church Materials

- Added information on non-formatted versions of Liahona
- Added how to download Correlation S Form with screen shots

Section 4 - Translation Responsibilities

- Small changes to make sentences flow better

Section 5 - Running and Effective Translation Office

- Changed all references from TPTS to Clarity
- Updated some things in the Translation Model Office:
  - Added job descriptions can be requested from HQ Translation
  - Added explanation of division of responsibilities for finding interpreters between Interpretation Coordinator and Language Supervisor.
  - Added equivalent TGP
  - Changed cost to 3rd quartile instead of midpoint hourly wage of level 13
  - Added an explanation of what a TGP is and what an equivalent TGP is
  - Added ATM Dashboard under operation controls
  - Added "stewardship" to ATM report
  - Add Clarity to name of reports
  - Updated equipment:
    - PC or laptop
    - Added "approved software as mandated by CHQ Translation Division
  - Added Credenza, Clarity and WordFast to Software Tools and Support
  - Added Remote Office to Location

- o Took out Pain Points - (can easily add this back - several complaints that it made no sense in this document)

Section 6 - Authorization to Begin Translation Projects

- Changed job ticket and translation requests processes to be in line with Clarity, WorldServer and Credenza.
- Explained in detail how a job now goes from A-Z using Clarity. (IDZ etc)
- Added information on Treatment Grades (actual chart in later section)
- Updated Print and Localization arrow charts to reflect new processes
- Reworded some things to flow better
- Changed all references from TPTS to Clarity.
- Updated e-mail addresses used for communication between the field and HQ

Section 7 - Approved Project Planning Tools

- Added Clarity, Credenza, PeopleSoft Lite, TAT, TPC to list of tools and definitions of what they are and where they are used
- Added definitions of Clarity and Credenza
- Deleted reference of Priorities A, B and C - left only 1 reference that they are no longer applicable
- Added information on policy to change project due dates.
- Defined different types of word lists, why, when and how they are used

    Section 8 - Submitting Completed Projects to Translation

- Changed all references to Clarity
- Updated all processes
- Added new part on Indexing requirements from SLGraphics

Section 9 - Translation Archives, Libraries, and Language Histories

- Added paragraph on how language supervisors can order samples
- Changed all references to Clarity

Section 10 - Budget, Finance and Contracts

- Added small piece on POLite
- Added information on where to find the rate table in Clarity
- Added small piece on 3rd quartile now instead of midpoint level 13
- Updated translation ratios to be current with Finance
- Added TPG count instructions
- Added small piece on translation memory and reduced TGP counts because of that
- Added a note about the Enter Language Office and Language Supervisor tasks when being done by a CLS (Contract Language Supervisor.)

Section 11 - Quality Assurance

- Deleted references to Policies and Procedures (it used to be attached to this book but no more)
- Updated references to Clarity and deleted references to TPTS or other tracking systems
- Updated steps in Clarity
- Deleted required signatures on check lists
- Added Liahona magazine check list for General Conference

- Updated submit to information
- Fixed some typos on forms

Section 12 - Forms and Guidelines

- Added Treatment Grades chart with explanations
- Updated naming convention guidelines because of new processes
- Added information about Baby Babel fonts in input guidelines

Section 13 - Translation Reports, Policies, and Procedures

- Changed Clarity references
- Deleted the embedded object that allowed browsing master copy of Translation Policies and Procedures.
- Deleted references and examples of some policies and procedures.

SECTION 1—Purpose of the Translation Division

This handbook is designed to give guiding principles and detailed instructions and to provide authorized policies and procedures for Church translation throughout the world. It is to be used by the Translation Division of Materials Management at Church headquarters and by the area and local translation offices worldwide. Area Presidencies, directors for temporal affairs, and other individuals and organizations involved with Church translation may also find this handbook useful.

In a revelation to Joseph Smith in March of 1833, the Lord declared:

> "For it shall come to pass in that day, that every man shall hear the fullness of the gospel in his own tongue, and in his own language, through those who are ordained unto this power, by the administration of the Comforter, shed forth upon them for the revelation of Jesus Christ" (D&C 90:11).

Purpose Statement

THE PURPOSE OF TRANSLATION IN THE CHURCH is to translate the approved scriptures, spoken word, and other Church materials, ensuring that the meaning of Church doctrines and policies is accurately preserved, so that every nation and people may come unto Christ. The Translation Division helps fulfill this prophecy by providing specific translation, interpretation, and support services.

Values

Personal joy and peace come from faithful service. Values affect the way we think, the decisions we make, how we work with and treat people, our satisfaction with our work, and the quality of work and service we perform. The values of inspiration, devotion, integrity, and growth underlie the principles by which translation is governed and serve to unify those engaged in translation work. Each translation worker must personally apply the following values in order to work with the Spirit and be effective in his or her work.

Inspiration

> The work of translation should be done under the influence of the Spirit. I will seek for the Spirit and live worthy to receive inspiration to guide my work.

Devotion

> Translation work helps build the kingdom of God. I will fulfill my duty and responsibilities with singleness of heart and an eye single to the glory of God.

Integrity

> Honesty and excellence should guide my work and my relationships with others. I will strive to exercise kindness and understanding and to do what is right.

Growth

I am responsible to seek excellence in my service to the Lord and in my personal life. By working with inspiration, devotion, and integrity, I will develop skills and qualities that will enhance my service to the kingdom and the quality of my personal life.

Foundation Principles

The following foundation principles guide the direction, decisions, and work of translation:

1. Presiding councils set priorities for target languages and for materials to be translated.

2. Those involved in the work of translation perform under the influence of the Spirit, constantly seek the spiritual gift of translation, and complement inspiration and spiritual gifts with strong technical skills.

3. Translated materials will be true to the source text. All translations must preserve doctrinal purity, be literal insofar as possible, not lose their meaning, and be in the best language quality.

4. Whenever possible, native, in-country speakers of the language who are worthy Church members, are used for translating Church materials.

5. Translation throughout the world is done according to common policies, procedures, standards of quality, and specifications.

6. The Translation Division works closely with area offices and with Church departments and organizations to ensure high-quality translation of their materials.

Essential Work—Provide Translation Services and Support

The following essential functions of Church translation are guided by the direction given by presiding councils, the scriptures, and the foundation principles. Direction, information systems, and technology for translation are selected according to these functions.

☐ Translation Services coordinates the worldwide translation function. They are responsible for translating and reviewing all approved Church materials, Web sites, and correspondence.

☐ They preserve official translated manuscripts, electronic databases, and approved changes in accordance with Church policy and procedures.

☐ They develop and apply translation policies, procedures, and standards of quality.

☐ They develop resources for translators such as translation guides, lexicons, and word and phrase lists.

☐ They are responsible for conducting field training, doing operational reviews, and evaluating quality.

☐ Translation Services makes sure there is an interpretation coordinator in each field office.

Translation Services Business Plan (May 14, 2007)

Purpose

1. Produce quality, doctrinally correct, timely, and cost effective translations for all approved Church projects and/or requests.

2. Provide the central leadership, direction, and correlation for translation throughout the Church in area offices. Areas act as the service providers of translation.

   Responsibilities/Relationships

   - Translation Services provides strategic direction, priority, processes, training, evaluation, tools, accountability, translation guides, and the business model.
   - Areas manage local operations, recruit, train, and accomplish the work within established guidelines.
   - Areas change, hire, or discipline key translation personnel (area translation managers, multi-language supervisors and language supervisors) in consultation with Translation Services.
   - Performance appraisals are conducted by the area with input from Translation Services for key translation personnel.

3. Translation Services assist areas in their responsibilities as their business advisor.
   i. Representing areas to headquarter organizations
   ii. Representing headquarter organizations to areas.
   iii. As the service providers of translation area translation offices they view area presidencies, DTAs, and Translation Services (representing headquarters organizations) as their main clients.

4. Ensure satisfied clients and translators. Our two greatest assets are our people and our clients.
   i. Clients should use translation because they <u>want to,</u> not because they have to. We are obligated to fill client's needs and expectations.
   ii. Those engaged in translation should find the work challenging, fulfilling, and enjoyable. Translation work should be part of a quality life style. Those involved in this work do so because <u>they want to,</u> not because they have to.

SECTION 2—The Need for Spirituality in Translation

Personal Worthiness

Because translation work is such a key part of assisting to spread the gospel throughout the world, those who work in Church translation must earnestly seek the gifts of the Spirit pertaining to translation; no matter what their assignment (compare D&C 46:8). Working by the gift and power of God is accomplished by:

o Living worthily of the constant guidance and inspiration of the Holy Spirit.

o Possessing high ability in target languages and always working to improve these.

o Working with devotion, humility, and accountability in all assignments and callings.

o Praying regularly and asking for these gifts.

Translation workers who strive to live worthily; to acquire and improve necessary skills; to work with devotion, humility, and accountability; and to pray and ask for the necessary gifts will perform their tasks in a manner pleasing to their Heavenly Father, and they and their families will be blessed.

Importance of Translating with the Power of the Spirit

.

The First Presidency emphasizes the importance of translating with the power of the Spirit. This has also been made clear in scripture:

"For it shall come to pass in that day, that every man shall hear the fullness of the gospel in his own tongue, and in his own language, through those who are ordained unto this power, *by the administration of the Comforter,* shed forth upon them for the revelation of Jesus Christ" (D&C 90:11; emphasis added).

As you work, you should always keep in mind the importance of the translation work you are doing. Elder Boyd K. Packer has spoken about this:

"If there are crown jewels in the Church, you are the ones who are handling them every day. And if I have a concern … it would be that you might somehow be unwise in your work with the treasures of the Church."

Consider this from the Doctrine and Covenants:

"These words [meaning the crown jewels—meaning the revelations] are given unto you, and they are pure before me; wherefore, beware how you hold them, for they are to be answered upon your souls in the day of judgment" (D&C 41:12).

The General Authorities have also spoken about the importance of the Spirit in the work. Elder Dallin H. Oaks has said:

"Latter-day Saints rely on prophets and revelation in circumstances where other scripture-readers rely on scholars and scholarship. Latter-day Saints also rely on scholars and scholarship, but that reliance is preliminary in method and secondary in authority. Our ultimate reliance is on revelation."

Professor Joseph Fielding McConkie explains the reason:

"Much is said by proud scholars about insights obtained by their knowledge of Hebrew, Greek, and other ancient languages that bring light to our understanding of the ancient scriptural texts. We applaud their efforts and rejoice in the increased understanding they have given us. Yet we ought not to lose sight of the fact that *the original language of every revelation is the language of the Spirit, the language of the Holy Ghost, which is our only sure source of light* in understanding the intent of our ancient mentors, the prophets" (*Prophets and Prophecy* [Bookcraft, 1988], 114; emphasis added).

There are no tools or materials that will ensure that you perform your work under the influence of the Spirit. There are other scriptures and quotes from General Authorities about this topic that will help you learn to receive and recognize the influence of the Spirit and to use it in making translation and review decisions.

How to Prepare to Receive the Spirit

Before the Spirit can work through you to do this work, you must be prepared. The Lord has taught us how to prepare to receive the Spirit:

"And again, I will give unto you a pattern in all things, that ye may not be deceived; for Satan is abroad in the land, and he goeth forth deceiving the nations—

"Wherefore he that prayeth, whose spirit is contrite, the same is accepted of me if he obey mine ordinances.

"He that speaketh, whose spirit is contrite, whose language is meek and edifieth, the same is of God if he obey mine ordinances.

"And again, he that trembleth under my power shall be made strong, and shall bring forth fruits of praise and wisdom, according to the revelations and truths which I have given you.

"And again, he that is overcome and bringeth not forth fruits, even according to this pattern, is not of me.

"Wherefore, by this pattern ye shall know the spirits in all cases under the whole heavens" (D&C 52:14–19).

This pattern applies to you as a member of the translation team. In order to enjoy the "administration of the Comforter," you must pray, be meek and humble, and recognize that the power by which you are translating comes from the Lord.

Elder Dallin H. Oaks has said:

.

"I know from my experience that the Lord blesses us when we have that attitude as we approach our work, when we approach it prayerfully and not pridefully. If I approach my work in terms of what I think I have accomplished in the past or that my scholarly credentials might, in my mind, entitle me to think, I am approaching my work pridefully, and I am on my own. If I put it all on the altar and say, "Heavenly Father, here I am. I am what I am, but I desire to be led of thee, and I put my trust in thee," then my efforts (whatever they are) are magnified by the blessings of the Lord. There is not one of us who can go as far on our own as we can go if the Lord blesses us."

How to Receive the Gift of Translation

After you have prepared to receive the Spirit, you must learn to recognize its influence and rely on it as you work. There is a great example of these principles in the Doctrine and Covenants. When Oliver Cowdery desired to translate the Book of Mormon, he was instructed about the process of translation:

> "Oliver Cowdery, verily, verily, I say unto you, that assuredly as the Lord liveth, who is your God and your Redeemer, even so surely shall you receive a knowledge of whatsoever things you shall ask in faith, with an honest heart, believing that you shall receive a knowledge concerning the engravings of old records, which are ancient, which contain those parts of my scripture of which has been spoken by the manifestation of my Spirit.

> "Yea, behold, I will tell you in your mind and in your heart, by the Holy Ghost, which shall come upon you and which shall dwell in your heart.

> "Now, behold, this is the spirit of revelation; behold, this is the spirit by which Moses brought the children of Israel through the Red Sea on dry ground.

> "Therefore this is thy gift; apply unto it, and blessed art thou, for it shall deliver you out of the hands of your enemies, when, if it were not so, they would slay you and bring your soul to destruction.

> "O remember these words, and keep my commandments. Remember, this is your gift" (D&C 8:1–5).

What the Lord taught Oliver Cowdery applies to you. You must **ask** for the **gift of translation** and live worthily to receive it. The revelation continues:

> "Remember that without faith you can do nothing; therefore ask in faith. Trifle not with these things; do not ask for that which you ought not.

> "Ask that you may know the mysteries of God, and that you may translate and receive knowledge from all those ancient records which have been hid up, that are sacred; and according to your faith shall it be done unto you" (D&C 8:10–11).

Oliver Cowdery did not follow the Lord's instructions and lost the ability to translate. The Lord explains the reasons why the gift of translation was taken from Oliver:

"And, behold, it is because that you did not continue as you commenced, when you began to translate, that I have taken away this privilege from you.

"Do not murmur, my son, for it is wisdom in me that I have dealt with you after this manner.

"Behold, you have not understood; you have supposed that I would give it unto you, when you took no thought save it was to ask me.

"But, behold, I say unto you, that you must study it out in your mind; then you must ask me if it be right, and if it is right I will cause that your bosom shall burn within you; therefore, you shall feel that it is right.

"But if it be not right you shall have no such feelings, but you shall have a stupor of thought that shall cause you to forget the thing which is wrong; therefore, you cannot write that which is sacred save it be given you from me" (D&C 9:5–9).

The Scriptures Committee has explained how this scripture applies to your own translation work:

"The Lord has given us the means to know whether or not something is translated correctly. If we study it out in our mind and have a burning in the bosom—a feeling of rightness about it—we will know that it is correct. If not, we will have a stupor of thought that makes it so that we, in a sense, cannot write that which is not correct."

Elder Dallin H. Oaks has explained more about recognizing the revelations of the Spirit as you work:

"In my experience, the most common form of revelation is a feeling of restraint or hesitancy. This is similar to the feeling D&C 9:9 describes as 'a stupor of thought that shall cause you to forget the thing which is wrong.'

"I believe the translators who seek the guidance of the Lord in the translation process will enjoy the same spirit of revelation promised to Oliver Cowdery.

"Now, brothers and sisters, that same feeling of restraint will guide a translator against using a word in a particular passage of scripture that would convey the wrong meaning, either now or as the connotations of words change in the future. The Lord can protect us against things that we have no way of knowing today and that we would not be led to by scholarship or lexicons or anything else—if we are listening. *Desire* and *seek* that gift of the Spirit to direct you in your translations, and the Lord will answer your prayers because you are involved in doing his work. When we do his work in his way, he will never fail to bless us."

Maintaining the Spirit as a Team

Always keep in mind that you are a member of a team. No member of this team is more important than any other. One of the fastest ways to lose the Spirit is for disagreement to arise between the members of the team. The Savior counseled the Nephites:

"And there shall be no disputations among you. …

16

"For verily, verily, I say unto you, he that hath the spirit of contention is not of me, but is of the devil, who is the father of contention, and he stirreth up the hearts of men to contend with anger, one with another.

"Behold, this is not my doctrine, to stir up the hearts of men to contend with anger, one against another, but this is my doctrine, that such things should be done away" (3 Nephi 11:28–30).

The Scriptures Committee feels that this topic is so important that they have written much about it:

"As you translate the scriptures and work with reviewers and other translators, you will want to be humble and submissive. Sometimes translators may feel that they are right, without doubt, about a particular issue and are not willing to be molded by the Spirit of the Lord or others who work with them. Seek to subject your own feelings, your own ego and self to the Spirit of the Lord so that the most pure translation possible will come forth.

"Be meek, humble, and teachable. Each time you begin your work, seek in prayer at the beginning and throughout to have the Spirit of the Lord with you. If you or those with whom you work have any doubt about the scriptural understanding of a particular passage in English, refer immediately to those who appointed and trained you for this assignment. Remember, these are the scriptures. There is no room for being 'about correct' or 'close enough.' It must be right. There must be an exactness about the work."

Another evident fruit of the Spirit will be the unity that exists among translators, certifiers, and ecclesiastical reviewers when items are discussed. A translator may bring up a particular item upon which he feels strongly and then be willing to be molded by others and by the Spirit until that which is truly right comes forth. It may be what was originally suggested; it may not be. But each person is humble enough to be molded by others and by the Spirit and the views of others until that which is right is confirmed by the Spirit. There truly is a confirming spirit that comes to those who will be humble enough to work in this manner. The Lord promised, "Whosoever shall believe in my name, doubting nothing, unto him will I confirm all my words, even unto the ends of the earth" (Mormon 9:25).

There will be such a spirit of unity that the individual identities of the translators and reviewers will be lost and the work will truly become "the mind of Christ" (see 1 Corinthians 2:9–11, 16). The work will then have the Lord's seal of approval upon it.

The fruits of the Spirit of any work done in unity, if done by the Spirit, are described beautifully in D&C 107. The translation is to be done "in all righteousness, in holiness, and lowliness of heart, meekness and long suffering, and in faith, and virtue, and knowledge, temperance, patience, godliness, brotherly kindness and charity; because the promise is, if these things abound in them they [the translators and reviewers] shall not be unfruitful in the knowledge of the Lord" (D&C 107:30–31).

The Results of Translating with the Spirit

The best test of whether or not you have done your work under the influence of the Spirit will be the final translation you produce. The General Authorities have written guidelines about judging the results of translating with the Spirit. First, this from Elder Oaks:

"To those involved in this holy work we can say, as the Lord God said to Moses from the burning bush, 'put off thy shoes from off thy feet, for the place whereon thou standest is holy ground' (Exodus 3:5). To you who stand on this holy ground we say that it is not enough that your translation looks like the original text. Look-alikes are not enough. To paraphrase our policy, after you take the text through the veil that separates one language from another, that text must be literally the same as the original meaning."

And on the same topic, this from the Scriptures Committee:

"Your challenge then, as a translator, is to obtain the Spirit of the Lord to such a degree that you really become a partner with the Lord in rendering a pure and accurate translation. You will then be desirous of putting that translation to the test by having it reviewed by others and by those in authority over you to be sure that the Spirit confirms the accuracy and purity of your translation to them. The Lord's Spirit will confirm his words to you and the correctness or the incorrectness of the translation if you will humble yourself before him and seek the Spirit. May the Lord bless you to that end."

.

If you have done your job well, the translation of the scriptures, or any other material you have produced as a team, will bless not only your own lives, but the lives of countless others as well.

Apostle's Blessing

On June 23, 1993, Elder Boyd K. Packer met with members of the Translation Department in Salt Lake City to talk about the sacred duty of translating the scriptures that has been entrusted to them and to everybody working on scripture translation everywhere.

At the end of his talk, Elder Packer pronounced a blessing upon all those involved in translation:

"And then I, in bearing that witness, invoke a blessing upon you, that the powers of heaven will rest upon you; that the Spirit of the Almighty will be with you in intensity; that the gift of discernment, not just a passing experience, but the gift of discernment, will be with you; that you will know what Brother Oaks meant when he said you will be hedged up if sometimes it is not right and slowed down if it is not right and prompted when it is right.

"I pray that you will be blessed in your homes and families in all that you do, not just in the office, but with your families, your husbands, your wives, your children, that you will come to know that you are in His work and that you are in a crucial and vital part of His work.

"Now we can bless by putting our hands on your head, and you can do that as bishops and as holders of the Melchizedek Priesthood as elders. We can do that as well by pronouncing it. By virtue of whatever authority I have and to the degree that it would please the Lord, and I am certain it would please Him well, to invoke such a blessing upon you, each of you, that there will be a power over this work and with you that will give an intensity—perhaps not a speed—but an intensity heretofore unknown. And to this end, I invoke that blessing by the authority of the priesthood that I hold in the office of an Apostle and in the name of Jesus Christ, Amen."

During the course of your work as a member of the translation team, you should read and ponder this blessing often. You may share this blessing with members of your family, but remember that it is something sacred and should be kept confidential.

SECTION 3—Guidelines for Translating Church Materials

The information in this section is taken from the Worldwide Plan for Church materials that circulated with the 2004 Approved List. Materials that are not in the approved phase or sequence, or are not on the Approved List, should not be translated. If a unique need exists, Area Presidencies may seek authorization for exceptions through their first contact in the Quorum of the Twelve, who will submit the request to the Correlation Executive Committee for review.

The Worldwide Plan

☐ The First Presidency and Quorum of the Twelve have established a language translation program with a specific list of items to be translated in each phase. Languages are approved by the First Presidency and Quorum of the Twelve for a specific Language Translation Phase. All translation is to be done through authorized channels following approved guidelines.

☐ Items in each Language Translation Phase are prioritized for an orderly rollout of materials to support the introduction and growth of the Church in a language.

☐ Requests for translation should be limited to essential items needed to do the work of the Church, based on specific needs and conditions in the language area.

☐ Items in each phase continue to be used when the next phase is approved and additional items are translated.

☐ In unique situations, a limited number of items outside of the current Language Translation Phase may be requested as exceptions to the approved rollout of materials.

Guideline for the Translation of Church Materials

Translation of Church materials is made available according to the Worldwide Plan for Church materials. The chart below describes the building of the Church incrementally. As the Church grows, the materials made available for translation also grow.

EXAMPLE OF BUILDING THE CHURCH INCREMENTALLY

Worldwide Plan for Church Materials

As the Church grows, the materials available for translation grow.

Introductory Phase ⇨ Phase 1 ⇨ Phase 2 ⇨

Phase 3 Non-English: Gospel Instruction; Family and Program Materials; *Liahona* Magazine; Handbooks and Correspondence; Seminary; Institute; Family History; Mission Operation; Temple Operation

Worldwide Plan for Church Materials, Page 5 of 18

Translation Phases

Introductory Phase

Materials are used to introduce the Church to speakers of a language for which no Church materials have yet been translated but who have shown an interest in the gospel. The potential must exist for ongoing missionary work. (Gospel Fundamentals, Joseph Smith Testimony pamphlet, Hymns and Children's Songs music audiocassette.)

In order for these translations to be considered, the following criteria must be met:

☐ There is a potential for 500 or more active members who speak the language in their homes.

☐ There is a potential for beginning missionary work.

☐ There are members who speak the language or language speakers who are interested in the gospel.

☐ There must be members or potential members who are literate in the language. Where literacy is low, give priority to audiovisual materials.

☐ Church materials in the official languages of the country or second language do not meet the needs of the members or potential members.

☐ There are sufficient translation, production, printing, and distribution resources.

Phase 1

Materials are used by speakers of a language in which Church materials have only recently commenced translation. The potential exists for the creation of branches. (Book of Mormon and Triple Combination, missionary materials, guidebooks, branch and ward administrative materials, family history materials [simplified], Gospel Art Picture Kit, and monthly First Presidency and Visiting Teaching messages.)

In order for these translations to be considered, the following criteria must be met:

☐ There are 50 or more active local members who speak the language in their homes.

☐ Introductory phase materials are published and being used effectively.

☐ There is a potential for steady growth in Church membership.

☐ Increased missionary work is planned for the near future.

☐ There is a potential for creating branches.

☐ Members and potential members are literate in the language. Where literacy is low, give priority to audiovisual materials.

☐ Church materials in a colonial or or second language do not meet the needs of the members or potential members.

☐ There are sufficient translation, production, printing, and distribution resources.

☐ There are qualified resources to translate the scriptures.

☐ There is a demonstrated need for the items requested.

Phase 2

Materials are used by speakers of a language in which basic Church materials are needed to conduct priesthood and auxiliary programs, including classroom instruction. Phase 2 materials can support the operation of districts and stakes. (Gospel instruction; Primary, youth, Sunday School, and Melchizedek and Relief Society manuals; home and family materials, seminary materials, missionary materials for native speakers, temple preparation materials, district and state administrative items, welfare materials, hymnbook and children's songbook, *Liahona* magazine or First Presidency and Visiting Teaching messages.)

In order for these translations to be considered, the following criteria must be met:

☐ There are 300 or more active local members who speak the language in their homes.

☐ The Book of Mormon is published, and work on the triple combination is in process.

☐ Materials in Phase 1 are published and being used effectively.

☐ There is steady growth in Church membership.

☐ There is a potential for the creation of districts and stakes.

☐ Members and potential members are literate in the language. Where literacy is low, give priority to audiovisual materials.

☐ Church materials in a colonial or second language do not meet the needs of the members or potential members.

☐ There are sufficient translation, production, printing, and distribution resources.

☐ There is a demonstrated need for the items requested.

Phase 3

Materials are used by speakers of a language in an area where the Church has been established for a considerable length of time. Phase 3 consists of all the materials available to districts and stakes. (All of the above with additional family and program materials, family history center and family extraction materials, additional gospel instruction materials, handbooks and correspondence, institute materials, mission operation materials in a native language, temple operation materials in a native language, additional *Liahona* magazine issues, and additional seminary materials.)

In order for these translations to be considered, the following criteria must be met:

☐ There are 10,000 or more active local members who speak the language in their homes and are clustered so stakes may be organized.

☐ There is sufficient priesthood strength in fully organized districts or stakes.

☐ Previous phase materials have been used effectively, and there is now a demonstrated need for additional materials from the Language Translation Phase 3 List.

☐ There is steady growth in the Church membership.

☐ Members and potential members are literate in the language. Where literacy is low, give priority to audiovisual materials.

☐ Church materials currently translated do not meet the needs of the members or potential members.

☐ There are sufficient translation, production, printing, and distribution resources.

For languages that do not meet the qualifications above, Area Presidencies may request line items on an exception basis when the Church has been established in an area for a significant period of time and where Church maturity justifies additional materials.

Materials Available for Translation

Liahona, First Presidency and Visiting Teaching Messages

The *Liahona* is a subscription item, except where prohibited by law. If fewer than 12 issues of the *Liahona* are published each year, the First Presidency Messages and the Visiting Teaching Messages are published for those months when a magazine is not published.

If the triple combination has not been published, languages that receive three or four issues of the *Liahona* per year should publish non-conference issues only.

After the triple combination has been published, languages that receive three or four issues of the *Liahona* per year should publish two non-conference issues and one or two conference issues, as indicated in the chart below.

Criteria for requesting issues of the *Liahona* as previously approved by the First Presidency and Quorum of the Twelve	
One non-conference issue	☐ There is a means to determine the addresses of member households that speak the language and there is an effective distribution system. ☐ There are more than 200 member households with known addresses. ☐ First Presidency Messages and Visiting Teaching Messages have been published for at least one year.
Two non-conference issues	☐ There are more than 400 member households with known addresses. ☐ One non-conference issue has been published for at least one year.
Two non-conference issues and one conference issue Or	☐ There are more than 700 member households with known addresses. ☐ Two non-conference issues have been

Criteria for requesting issues of the *Liahona* as previously approved by the First Presidency and Quorum of the Twelve	
Three non-conference issues (if the triple combination is not yet published.)	published for at least one year. ☐ The triple combination should be published before beginning conference issues.
Quarterly (two conference issues and two non-conference issues) Or Four non-conference issues (if the triple combination is not yet published.)	☐ There are more than 1,000 member households with known addresses. ☐ Two non-conference issues and one conference issue (or three non-conference issues) have been published for at least one year.
Non-formatted issues of the Liahona ☐ Provide conference talks, in approved languages to as many members as possible, through the approved media. ☐ Languages that are not approved for the conference issues of the *Liahona* magazine, yet are approved for translation of general conference, may compile and publish conference talks internally within the area. These talks may also be included, through a link to the Church web site, on the country web site.	☐ Requests for such material come from the Area Presidency and are approved by the Director for Temporal Affairs, the Translation Division and the Correlation Department. ☐ General conference talk translations must be reconciled to the final edited English text, receive a language review and appropriate proofreading to ensure that the quality of translation is the same as if it were to be published in the *Liahona* Magazine. ☐ Expenses for the reconciled/finished translation, production, printing and distribution of the conference talks as well as compilation cost for inclusion on the country web site are budgeted and paid for by the area. ☐ Area Presidency fills out a request on a Correlation I form. The Director for Temporal Affairs confirms that there is local funding for this project and sends to the Translation Division in Salt Lake City who approves and forwards to the Correlation Department.

Liahona Local News

When the General and Additional News documents are sent to Translation on the 20th of every month, they are also sent to area local pages coordinators and local pages editors. By this date, the editors are to determine how much local news they have and use the Additional News document to decide which and how many of the Additional News stories will need to be translated to fill the remaining space. Local pages editors and their corresponding translators should communicate this within 1 to 2 days of receiving the Additional News document.

At this time, the translators will also receive any additional items for translations from the area local pages coordinator or local pages editor (e.g., Area Presidency message in English). These requests should be accompanied by an official Translation Request. If no Translation Request is included, the translator should provide a blank Translation Request and ask for it to be filled out.

After the translator has returned all translated materials to the requesting coordinator or editor, the material is sent to the production team in Salt Lake City by the 10th of the following month for language production work.

Translators receive the proofs from Salt Lake City for review before printing around the first of the following month. The proofreading should include checking for Church style as well as regular grammar, spelling, and punctuation checks.

Exceptions

Languages that produce or print their own local pages sections may work under a variation of this process that may or may not use translation personnel. These languages include, but are not limited to, Japanese, Korean, Portuguese (Brazil), Spanish (Chile), Spanish (Dominican Republic), Spanish (South America North), Spanish (South America South), Spanish (South America West), and Thai.

Scriptures

Principles governing the translation of the Book of Mormon and the triple combination:

☐ The First Presidency and Quorum of the Twelve approve all scriptures projects.

☐ Scriptures translation and production are coordinated and supervised from Church headquarters.

☐ The first Book of Mormon translated in a language is the Reference Guide Edition, which contains the full text with an eight-page Reference Guide, without footnotes.

☐ The translation of the Doctrine and Covenants and the Pearl of Great Price results in the publication of a triple combination, which includes the full Guide to the Scriptures. A new edition of the Book of Mormon containing footnotes and the A through Z portion of the Guide to the Scriptures is published concurrently with the publication of the triple combination of the scriptures.

Exceptions to the Plan

Language speakers are expected to use the basic materials and curriculum through Phase 2 for an extended period of time, until all the translation phase criteria have been met to qualify for Phase 3 materials. Exceptions that signify a departure from the guidelines and criteria should be rare, but may be requested when reasons exist (for example, temple handbooks and ordinance cards may be requested when a temple is constructed or authorized by the First Presidency). The process for requesting exceptions is as follows:

☐ If an exception is needed, discuss budget and manpower availability with departments providing translation, production, printing, and distribution services to ensure that the exception can be handled.

☐ If adequate resources are available, complete a Request for Exception to the Worldwide Plan for Church Materials form (see next page). Include budget estimates for translation, production, printing, and distribution. Also include a clear explanation of the need for the exception and list the criteria that are not being met.

☐ Obtain the signatures of the Area Presidency.

☐ Forward the signed form to the first contact in the Quorum of the Twelve requesting that he review the request and approve it as an exception. If approved, he should sign the form and forward it to the Office of the Quorum of the Twelve.

Request for Exception to the Worldwide Plan for Church Materials Form

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Request for Exception to the Worldwide Plan for Church Materials

1. Complete this form to request an exception to the Worldwide Plan for Church Materials.
2. Attach the appropriate Correlation Request and Approval form.

Project Information

Area making the request   Language requested

Title   Item Number

Explain why you are requesting an exception to the criteria and guidelines in the Worldwide Plan for Church Materials. Describe any factors or special situations that justify the exception. List the specific criteria from the Worldwide Plan for Church Materials that are not being met. Explain the impact on translation, production, printing, and distribution resources and budgets.

Signatures

Area President   First Counselor   Second Counselor   Date signed

First Contact in Quorum of the Twelve   Date signed

2/04. Printed in the USA. 37023

Unauthorized Translations

☐ Unauthorized "private" translations are not approved. Such translations may violate the Church copyright on original materials and be inconsistent with the approved translation of Church terminology.

☐ Patriarchal blessings (unless requested by President Packer's office)

☐ Personal testimonies

☐ Personal letters not related to official Church business

☐ Items copyrighted by entities other than the Church

☐ Translation or interpretation services to non-Church entities (unless authorized)

Additional Information

Area Presidencies may request additional information to assist them in making decisions about language translations. For the following information, contact the Internet and Project Coordination Division of the Curriculum Department.

☐ Language Fact Sheet (shows number of speakers, members, etc.)

☐ Country Fact Sheet (shows political, social, and economic information)

☐ List of Church materials in process or already completed in the language

☐ Possible Translation Phase 2 Languages

☐ Issues for Consideration (a list of questions to consider before requesting materials).

The Area Translation Manager can also request this information from Translation.

Requesting Translation in a New Language

Area Presidencies may also request that translation begin in a new language in their area. To assist them in making decisions about a new language, a Request for New Language or Language Phase Change form (see next page) should be completed. This form includes information such as the percent of language speakers in the country, the dialects spoken, and how many Church members speak this language; it includes a checklist of things required before any new language can begin. Failure to use this form and to obtain the required information may substantially delay work on any approved projects.

New Language or Language Phase Change Form

THE CHURCH OF **JESUS CHRIST** OF LATTER-DAY SAINTS	Request for New Language or Language Phase Change	(Nonscripture)

1. Complete this form to recommend that a language (1) be approved for the translation of Church materials, (2) move from one phase to another, or (3) have its status changed (active or on hold).

2. All items in a phase must be completed or well under way before recommending that the language be moved to the next phase.

3. Approval to translate phase 2 items can be considered only after translation of the scriptures has been approved in that language.

4. Approval to translate phase 3 items can be considered only after the scriptures are published or scheduled for publication. After approval is given for a language to move to phase 3, a New and Expanded Program Request must be submitted requesting 3 FTEs and funds for salaries, benefits, office space, furnishings, and related supplies. The area translation manager can help prepare the request.

5. Send completed forms to your first contact in the Quorum of the Twelve, or as otherwise instructed.

6. First contacts in the Quorum of the Twelve should review the form, clear it with their executive council, and forward the request to the Executive Director of the Curriculum Department for review by the Priesthood Executive Council and the Council of the First Presidency and Quorum of the Twelve.

7. Scriptures: To begin a new translation, revise a current version, record on audiocassette, or delete a current scripture project, submit the form Request for Scripture Translation and Production Approval (34613).

Project Information

Area making the request

Language requested

Current approved phase of language

☐ None ☐ Introductory ☐ Phase 1 ☐ Phase 2

Current status

☐ Active ☐ On hold

Are all approved items completed or well under way in current approved phase?

☐ Yes ☐ No (if no, explain) _____

Status of scripture translation in language

Book of Mormon ☐ Not started ☐ In process ☐ Completed

Doctrine and Covenants and Pearl of Great Price ☐ Not started ☐ In process ☐ Completed

Requested phase

☐ Introductory (new) ☐ Phase 1 ☐ Phase 2 ☐ Phase 3

Requested status (explain below)

Based on the translation talent pool, how long would it take to establish a functioning Phase 3 _____ month ☐ Activat ☐ Place on

Justification

Countries in your area where language is spoken:	Country	Country	Country	Country
Estimated total native speakers in each country:	Speakers	Speakers	Speakers	Speakers
Total members speaking language in each country:	Members	Members	Members	Members
Number of speakers in other countries (if known):	Country/Speakers	Country/Speakers	Country/Speakers	Country/Speakers

Level of missionary activity in language:

☐ No formal missionary activity ☐ Limited missionary activity—mission not ☐ Fully organized missionary activity

Number of Church units in which the requested language is spoken

_____ Branches _____ Districts _____ Missions _____ Wards _____ Stakes

Please justify why you are requesting a new language, a language phase change, or a status change. Describe any factors that affect the translation of this language, such as special Church efforts within the countries, literacy, the political and religious conditions, the official language of the country, the language commonly spoken by the people, prospect for Church growth, or others:

Signatures

Area President   First Counselor   Second Counselor   Date signed

Annual Translation Request Cycle

In January of each year, Translation, Correlation, and Curriculum, working with the area translation staff, prepare language-specific charts showing the materials to be used for the following year. These charts are based on the aforementioned Worldwide Plan.

Sometime during January through March, each Area Presidency will receive a letter from the Quorum of the Twelve Apostles formally initiating the area annual workload process. Enclosed with this letter will be language lists, indicating per language which items, in the given language phase, are completed, in process, or available for request. The Area Presidencies, with the help of area staff, prepare and submit their annual workload requests to the Quorum of the Twelve. Any exceptions to the Worldwide Plan for Church materials must be approved by the first contact in the Quorum of the Twelve Apostles.

During April and May, the requests are reviewed and approved by Church councils.

In June, Translation, Correlation, and Curriculum (including Project Management) meet to consolidate and evaluate these requests. This evaluation includes confirming that the requested items are appropriate from the perspectives of:

- ☐ The Worldwide Plan for Church materials (the materials phase list)

- ☐ The originating organization

- ☐ Prerequisite items

- ☐ The resource capacities of producing divisions

- ☐ The resource capacities of the Translation Division

- ☐ Budget prepared

In August, Correlation approves and advises the area, through letters from the Correlation Executive Director, of the approvals for phase changes, scripture projects, temple ceremony translation projects, and all other approved translations.

In November, managers meet to formalize resources. Internet and Project Coordination assigns the requested items to Translation and issues job tickets.

Correlation Approval

Correlation must approve any new project before it goes to Translation. The only exceptions to this rule are those projects that fall under the guidelines of a Translation Request. These would include intradepartmental communications, policies, procedures, and training materials that *do not* require Correlation Department approval. (Items that deal with gospel instruction, ecclesiastical policies or administration, ordinances, Church policies, or Church standards may require Correlation approval.)

It is the responsibility of the originating department to have this form filled out and approved.

HOW TO DOWNLOAD S (SHORT) FORM FROM INTRANET FOR

CORRELATION APPROVAL REQUESTS:

1. Go to the Church Intranet site

2. In the dropdown box under **Areas & Departments**,
    select **Correlation Evaluation Department**

3. In the **Document Library**
    select **Correlation Evaluation**

4. Select **S form 31661.pdf**
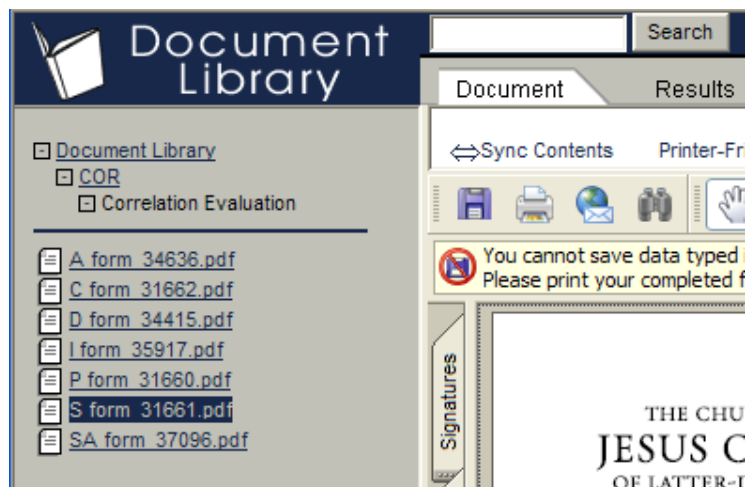
Correlation "S" Form

THE CHURCH OF

JESUS CHRIST
OF LATTER-DAY SAINTS

Request for Correlation Approval—Short Process (Approved List)

1. Use this form according to the instructions listed on the reverse side.
2. If you have a question about what level of approval is necessary, confer with the
3. Evaluation Division of the Correlation Department.
4. Keep this form with the item until it is approved for production.

S

Project Information Please type or print.

Originating organization	Executive Council minutes (only when required)
Title or description of item	Item number (assigned by Evaluation Division)

Printed item	Audiovisual item	Audiovisual format	Presentation format	Internet	Sign(s) or poster(s)
☐ New ☐ Revised	☐ New ☐ Revised	☐ Video ☐ DVD ☐ CD	☐ PowerPoint® ☐ Other: _____	☐ Revision	
Translation requested ☐ Yes ☐ No	Languages (list here or see back of sheet)		Estimated pages or minutes	Number of copies	
Estimated cost	Department contact (product manager)			Telephone or extension	

Justification Please type or print.

Explain the need for and proposed use of this item. Include the following: (1) reason this item is needed, (2) purpose or audience for this item, (3) reasons for the proposed change, and (4) method of implementation and distribution. Attach an additional sheet if necessary.

Signatures

Submitted by (please type or print)	Telephone or extension	Date submitted
Signature of editor		Date signed
Signature of director or manager (when required)		Date signed
Signature of executive director, assistant executive director, managing director, or Presiding Bishopric representative		Date signed

Evaluation Division Action

	Date and signature, or log entry
☐ Cleared for draft development (must be resubmitted to the Evaluation Division before final production) ☐ Cleared ☐ Cleared when comments are resolved ☐ Revise and resubmit ☐ Not cleared	

For Evaluation Division Use Only

Comments	Organization code
	Category code
☐ Annual use ☐ Limited use ☐ One-time use ☐ Text	

© 2003 IRI. 8/03. Printed in the USA. 31661

Instructions for Submitting Items for the Short Approval Process

All Items

Attach a copy of the complete text (or screens) for the following items:

- All printed items, including signs, posters, and interactive (PDF) forms
- All audiovisual items
- All presentations
- All Internet revisions

Items That Qualify for the Short Approval Process

Items with Minor Revisions

Minor revisions include corrections of typographical errors and other modifications that do not change doctrine, policies, or procedures. (Approved changes to doctrine, policies, or procedures may sometimes be considered minor revisions.) Items with minor revisions generally do not replace or supersede existing items.

Signs

Signs contain no doctrine or policy but identify or convey information about Church buildings, departments, visitors' centers, and other structures and sites.

Internal Items or One-Time Use Items

Internal materials for use at Church headquarters or in administrative or field offices include manuals, training materials, forms, reports, presentations, and so on. One-time use items include catalogs, schedules, programs, tickets, posters, forms, presentations, and so on. Formats and methods of distribution include but are not limited to print, PDF, videocassette, DVD, CD, PowerPoint®, photocopy or Document Center, e-mail, intranet, and so on.

Translation Items

Items for major revision must be forwarded during the annual submittal period only.

Items with minor revisions or limited use may be cleared for the translation support phase.

All materials should conform to the standards explained in Church Name and Logotype Guidelines for Departments and Organizations (35655) and Style Guide for Publications of The Church of Jesus Christ of Latter-day Saints (31107). The Editing, Forms Design, Graphics Design and Production, and Production Coordination sections in the Curriculum Department provide services to help departments with these materials.

Other Items

Other items that qualify for the short approval process include the following:

1. Finished items that are to be produced in a different format, such as a videocassette that is to be reformatted as a DVD or a CD.
2. Items identified by the Correlation Department.

Languages

Phase 3 (check all that apply)

☐ American Sign Language	☐ French	☐ Portuguese	☐ Tongan	☐ Cebuano
☐ Chinese	☐ German	☐ Samoan		☐ Hungarian
☐ Danish	☐ Italian	☐ Spanish		☐ Indonesian
☐ Dutch	☐ Japanese	☐ Swedish		☐ Russian
☐ English	☐ Korean	☐ Tagalog		☐ Thai
☐ Finnish	☐ Norwegian	☐ Tahitian		☐ Ukrainian

Phase 2 (list)

SECTION 4—Translation Responsibilities

Area Presidency

It is the responsibility of Area Presidencies to understand the current status of the Church in the area, the potential for Church growth, and the language needs of members and potential members in each country, state, and ethnic region. They also have the responsibility to:

☐ Develop an area plan, using the Worldwide Plan, to introduce, expand, and sustain the Church in each language in the area.

☐ Consider issues relating to culture, family, education and literacy, the effectiveness of existing materials in the official languages of the country, or a secondary language, and the availability of resources for translation, production, printing, and distribution.

☐ Submit, in March of each year, requests for the translation or recording of the scriptures into new languages or the revision of an existing translation of the scriptures.

☐ Request starting translation into a new language or moving a language from one phase to another.

☐ Request the translation of specific items from the phase lists. Worksheets and instructions are sent in January each year.

Director for Temporal Affairs and Area Office Personnel

Directors for temporal affairs and area office personnel should be familiar with the Bishopric Model for Translation and the Translation Office Model. The Translation Division developed these standards, which were approved by the Presiding Bishopric on May 23, 2006. They are designed so that field translation offices can assist directors for temporal affairs and others in managing field translation operations. These are discussed in detail, later on, in the section entitled "Running an Effective Translation Office." Here is an overview of their purpose and content:

Bishopric Model for Translation

This shows a breakdown of *responsibilities* between what the Translation Division at Church headquarters is responsible for and what the DTA in the field is responsible for. It covers things such as:

☐ Policy—who establishes it and who carries it out.

☐ Strategic planning, process, training, human resources, budget, and so on.

☐ The entire Bishopric Model for Translation is found in this handbook.

Translation Office Model

This covers administration. It shows in great detail how to run an effective translation office. It covers things such as:

☐ Processes, responsibilities, and office and staff organization.

☐ Staff skill sets, recruiting, and in-depth training.

☐ Operational metrics and controls.

☐ Project management and reporting.

☐ Physical facilities, required equipment, software and support, location, finance, and exceptions to policy.

☐ The entire Translation Office Model is found in this handbook.

Manager of International Operations

The manager of international operations manages both headquarters and international nonscripture translation projects assigned through the Translation Division. Responsibilities include:

☐ Analyzing workload capacities and measures performance of headquarters and field offices on all projects.

☐ Supervising the computerized tracking and reporting system.

☐ Assisting the field in project and operational budget preparation.

☐ Traveling internationally as needed to provide training and assessment to field offices.

☐ Conducting operational reviews in each field office.

☐ Working closely with the Area Translation Manager and Language and Multi-language Supervisors. He is the first contact to international field offices.

☐ Providing support to international areas and resolving questions and concerns.

☐ Supervising headquarters nonscripture personnel, including language supervisors, multi-language supervisors, linguists, and translators, as needed.

Area Translation Manager

The area translation manager:

☐ Ensures that translations of all assigned Church materials are completed on time and within budget by monitoring project due dates and budget expenditures.

☐ Provides training and supervision to translation office language supervisors and multi-language supervisors by using policies, procedures, and aids provided by headquarters Translation Division and the DTA.

☐ Supervises some languages directly, as necessary.

☐ Balances priorities and translation workloads by coordinating with Area Presidencies and other area departments.

☐ Requests appropriate job tickets for work to be assigned.

☐ Ensures that translated materials conform to standard by performing operational reviews to verify compliance with approved policies and processes and by reviewing back translations on completed items and comparing them to English originals.

SECTION 5—Running an Effective Translation Office

The translation function requires a high degree of coordination and communication between headquarters and field operations. The Translation Division of the Materials Management Department developed a standard office model that was approved by the Presiding Bishopric on May 23, 2006 called, The Translation Office Model. This office model is designed so that field translation offices can assist directors for temporal affairs and others in managing field translation operations.

Understanding the Bishopric Model for Translation

Subject	Headquarters Translation Responsibility	DTA Field Responsibility
Policy	Establishes policy with field input.	Carries out policy and provides input.
Strategic Planning	Establishes global, strategic, and production plans with field input.	Establishes local area plans to achieve global strategies and communicates them to Translation. Provides input for global and other strategic plans.
	Conducts global translation councils and correlates plans between areas.	Participates in global translation councils.
	Assists field offices in preparation of the annual workload.	Prepares the annual workload with input from Translation.
Process	Defines processes with field input and approves any local modifications.	Implements approved translation processes. Proposes any local modifications.
Work	Provides approved work with support materials. Provides schedules and the priority of projects with field and client input.	Translates only approved work and is accountable for timeliness, cost, and the quality of approved projects.
Local Translation Requests	Provides policy on local translation requests.	Responsible to control, manage, and budget. These are small projects (less than twenty TGP), such as letters. Inputs local requests in Clarity so complete workloads can be understood.
Consolidated Reporting	Designs and provides global consolidated reporting of Key Performance indicators.	Reviews local summary reports provided by Translation on Key Performance indicators. Provides other reports as requested.
Technology	Plans, develops, deploys, and evaluates technology tools to be used to support global operation with field input.	Uses authorized tools. Provides input on requirements for tool design. Implements and maintains technology tools and provides feedback on their effectiveness.
Training	Provides assistance, analysis, evaluation, and needed training. Establishes global training directions.	Provides design input for all translation training initiatives. Creates and implements local training programs.

Human Resources	For senior area translation positions (area translation manager, language supervisor, and multi-language supervisor), works with the DTA to determine performance evaluations, career development plans, job descriptions, grade levels, hiring, terminations, promotions, and transfers.	Works with Translation on senior area translation position issues.
	Works with DTA staff to determine the number of employees required. Approves modifications to the number or grade level of "department authorized" FTE.	Provides input and staffs to levels approved by Translation.
	Assists in training as requested. See "Training."	Responsible to recruit and train Church employees, contractors, and volunteers.
Budget	Provides project account codes and project budget instructions for all headquarters-generated projects. Monitors "over and short" accounts. Approves contractor pay rates.	Responsible for operational budgets and local requested projects budgets. Manages the area "over and short" account. Recommends and administers contractor pay rates.
Accountability	Accountable for quality, timeliness, cost, and customer satisfaction. Assist area management to accomplish their objectives.	Ensures customer satisfaction by meeting established objectives for quality, timeliness, and cost. Works closely with Translation on all translation issues.
Communications	Responsible for consistent, timely, and accurate communication of translation items to the field offices. Provides representation of field offices to headquarters departments and presiding councils. Ensures representation of these organizations to the field offices.	Responsible for consistent, timely, and accurate communication of translation items to Translation.

The Translation Office Model — (Translation Office Administration - Updated 18 November 2009)

CATEGORY	LANGUAGE OFFICES—PHASE 3	MULTILANGUAGE OFFICES— EARLY PHASES 1 AND 2
Services Provided	Translation Interpretation	(Same as Phase 3)
Process	Translation — see Translation Process in this manual. Interpretation — see Interpretation Process Handbook.	(Same as Phase 3)
Governance	**Director for Temporal Affairs** (DTA) • Responsible for operations. • Provides support functions & direction in the field. • Responsible for timeliness, cost and quality of approved work. **Headquarters Translation Services** • Directs strategy. • Defines processes. • Establishes field office project priorities as part of the integrated production system. • Acts as liaison between headquarters originating organizations and field offices. **Area Translation Manager** (ATM) • Responsible for translation operations, under the direction of the DTA and HQ Translation Services. The DTA may manage the ATM directly or through his MMD manager. • This dual relationship is necessary due to the unique dependencies that exist between HQ translation and Area translation. • Ensures doctrinal purity and consistency. **Language Supervisor**	**MLS** (Multilanguage Supervisor) • Reports directly to the ATM. • Where distance or logistics dictate, may have a dotted line reporting responsibility to the local service center manager or MMD manager. • Ensures doctrinal purity and consistency.

	• Reports directly to the ATM. • Where distance or logistics dictate, may have joint accountability to the local service center manager or MMD manager. • Ensures doctrinal purity and consistency.	

Staff Organization	**Components**
	
	• Area translation manager (ATM)
	
	    o Secretarial support
	
	• Full-time language supervisor
	
	• FTE translators
	
	• Interpretation coordinator (as needed)
	
	    o Interpreters may be contractors and/or volunteers
	
	• Contract translators
	
	• Missionaries
	
	• Volunteers
		Components
		
		• Multilanguage Supervisor (MLS)
		
		• One for up to 8,000 annual TGP*
		
		• Contract translators
		
		• Missionaries
		
		• Volunteers
		
		• Contract language coordinators as approved by ATM
		
		• Interpretation coordinator
		
		    o Appointed from the contractor pool or on a volunteer basis to manage interpretation functions needed in the respective languages
		
		    o Interpreters may be contractors and/or volunteers
		
		*One typing guide page (TGP) = one double-spaced typed page (286 words or 1750 characters)

Office Organization	Phase 3 language offices may choose from two organizational models based upon the preference of the DTA. **1. Internal Organizational Model**	The multi-language supervisor manages language teams consisting of contractors, missionaries, and

		volunteers.
	<u>Components</u>	
	• Language Supervisor	
	• Approved FTEs	
	<u>Objective</u>	
	• FTEs produce required projects *internally.*	
	• Contractors used on an exception basis for *occasional* workload overages.	
	• Workload requirements are consistently close to the production level of approved FTEs.	
	2. Team Organizational Model	
	<u>Components</u>	
	• Language Supervisor	
	• Approved FTEs	
	<u>Objective</u>	
	• FTEs spend a portion of time managing teams of contractors and volunteers.	
	• Workloads are consistently higher than approved FTE staff levels can produce internally.	
	• Interpretation Coordinator—should be a staff member or a volunteer or contractor. Responsibilities include management of interpretation functions and events. He or she reports to the language supervisor.	
Staff Skill Sets	Offices choosing a Team Organizational Model (see office organization, above) will need team leaders who are experienced and have general management skills. Job descriptions can be requested from HQ Translation Division.	(Same as Phase 3)
	Caution: Although many skills are held in common between an interpreter and translator, there are skills that make them unique. A good translator may not have the skills to be a good interpreter (see training).	

Staff Recruiting	**Director for Temporal Affairs** (DTA) • Responsible for selection of an area translation manager (ATM) with HQ input and approval. **Area Translation Manager** (ATM) • Responsible for recruitment and selection of language supervisors. • May be assisted by the MMD manager or local service center manager. (See Governance, above.) • Receive approval from the DTA. **Language Supervisor** • Recruit and select translators using the following: target language tests, English comprehension tests, spiritual discernment, job descriptions and qualifications, Translation Quality Manual, and other policies established by human resource (HR). • Receive approval from the ATM and/or service center manager or MMD manager. (See Governance, above.) **Interpretation Coordinator** • Responsible for selecting qualified interpreters according to need. o While the interpretation coordinator is responsible for helping find qualified interpreters, final approval on who will be used comes from the Language Supervisor. **Translators and Interpreters** • Stake, district, and mission presidents; LDS Employment Resource Services; educational institutions; and networking between translators or interpreters.	**Multilanguage Supervisor** (MLS) • Recruit and select translators using the following: target language tests, English comprehension tests, spiritual discernment, job descriptions and qualifications, Translation Quality Manual, and other policies established by human resource (HR). • Receive approval from the ATM and/or service center manager or MMD supervisor. (See Governance, above.) **Interpretation Coordinator** Recruit and select qualified interpreters according to need. **Translators and Interpreters** (Same as Phase 3)
Training: Initial and Ongoing	**Initial Training** ATM and language supervisor source materials: • Area Training Program • Translation Services Handbook of Instructions	(Same as Phase 3)

	• Translation Policy and Procedures Translation source materials: • Translator training initiated by CHQ • Translation Services Handbook of Instructions • Designated sections of the Area Training Program *Note: Translators with academic certification require 6 to 10 months of training to become proficient in Church translation; those without academic certification may require 1 to 1 1/2 years.* **Ongoing Training: Periodic Review** • Translation Services Handbook of Instructions • Supervisor feedback • English language training, including classic literature, *Ensign,* scriptures, major newspapers, movies, television, and periodicals. • Target language training, including editorials and opinions from newspapers, major newspapers, periodicals, basic grammar texts, books, television, and movies. **Training Responsibility** • <u>Area translation manager</u> is trained by HQ Translation Services. • <u>Language supervisor</u> is trained by the area translation manager. • <u>Translators</u> are trained by the language supervisor. • <u>Interpretation coordinator</u> is trained by HQ Interpretation Services and language supervisor. • <u>Interpreters</u> are trained by the interpretation coordinator and HQ interpretation group.	
Operational Metrics	**Quality** • Supervisor reviews (100% of all projects) • Member reviews (5% of total projects from a broad range of materials)	**Quality** • Supervisor reviews (100% of all projects) • Member reviews (5% of

Timeliness

- 98% of projects completed by committed dates

Productivity

- 960 TGP per FTE translator per year (1.8 hrs. per finished TGP)

- 380 TGP per language supervisor or team leader (representing 40% of his or her time) per year

- Teams can produce up to approximately 4,420 annual TGP

Cost

- Cost per TGP varies by language and is based on the 3rd quartile Translator, level 13. Translation Services will assist in computing a cost-per-TGP standard. Cost standards are approved by both HQ and field management.

- The standard a full-time translator is expected to translate is 960 TGP per year. Since most full-time translators do translation, reviews and proofreading, a system is used to convert the TGPs for the reviews and proofreading to TGP and this is called equivalent TGPs. For example, a translator is expected to content review three pages in the same time it takes to translate one page. Therefore, the translator would receive 3 equivalent TPGs for content reviewing a 9 page document. This system takes all tasks completed by the full-time translator and converts them into equivalent TGPs. See the chart below which shows this information and comes from the Clarity JT/TR Project Completed.

TASK	Trans (1:1)	CR (3:1)	LR (5:1)	Proof (10:1)	Slix (10:1)	Trscrp (10:1)	Other (5:1)	Interp (1:1)	Total
Total TGP	1,400.26	263.24	18.00	1,065.33	0.00	0.00	0.00	0.00	
TGP Equivalence	1,400.26	87.75	3.60	106.53	0.00	0.00	0.00	0.00	1,598.14

- Finished TGPs means how much effort it takes to translate, content review, language review, and proofread one TGP. This figure is 1.8 which is a total of the ratios in the chart above (1 + .3 + .2 + .1 + .1 +.1). A finished TGP is not used to determine performance standards but rather how much time it

total projects from a broad range of materials)

Timeliness

- 98% of projects completed by committed dates

Productivity

- Up to 8,000 annual TGP depending on approved projects

Cost

- Cost per TGP varies by language and is based on the midpoint hourly wage of a level thirteen translator. Translation Services will assist in computing a cost-per-TGP standard. Cost standards are approved by both HQ and field management.

	takes to do all the translation tasks for a project. So if a client has a 100 TGP document, it will 180 hours (100 x 1.8) to translate it. Notes: One typing guide page (TGP = one double-spaced typed page (286 words or 1750 characters). Equivalent TGPs are based on the ratio of 1:1 for translation tasks, 1:3 for content review tasks, 1:5 for language review tasks etc.	
Project Management	**Clarity** • Correlates dates to all requesting and producing organizations • HQ project managers obtain general information here • Used by ATM and language supervisors to manage projects in their area	(Same as Phase 3)
Operational Controls	• Monthly Area Translation Manager report (ATM) Stewardship report • Quarterly headquarters (HQ) report (operational metrics) • Job tickets and translation requests • Translation guides • Word lists • Approved non-English scripture database • Operational reviews • Member and supervisor reviews • ATM Dashboard Checklist	(Same as Phase 3)
Reports	• Monthly Area Translation Manager (ATM) Stewardship report • Quarterly headquarters (HQ) report (operational metrics) • General financial reports from the general ledger • Area translation managers Project Budget and	(Same as Phase 3)

	Over and Short Account report. • Operational Reviews • Clarity project and proofing reports • Clarity Performance Measurement Report	
Physical Facilities (see also location)	Private Offices • Area translation manager (ATMs) • Language supervisors • Quiet Space—private office or soundproof cubicle that minimizes distractions and is conducive to the revelatory process of the gift of translation. • Translators Translation library and/or storage • Reference material • Preservation and safety of all databases Remote Office • See under "Location" below	(Same as Phase 3 for language supervisors)

Equipment	Standard office equipment	(Same as Phase 3)
	Translation	
	• Personal computer (PC) or laptop	
	o 1 per FTE	
	o High-speed Internet	
	• Phone	
	• Fax	
	• Scanner	
	• Printer	
	• Copier	
	• DVD monitor and player	
	• Recorder and Transcriber	
	• Fireproof files	
	• Approved hardware and software as mandated by CHQ Translation Division	
	Interpretation	
	Dependent upon the type of interpretation being done, the area translation manager (ATM) will coordinate with the headquarters interpretation group for needed equipment.	
Software Tools and Support	**Standard Software**	(Same as Phase 3)
	• Credenza	
	• Clarity	
	• Translation memory tool	
	o Trados	
	o WordFast	
	• Church desktop (Microsoft Word, Excel, PowerPoint, Outlook, Adobe Acrobat, etc.)	
	Information systems maintenance and support is also	

		needed.	
Location		Area Translation Manager (ATM)—located in the area office. Remote offices: • Must be approved by the Area Presidency, DTA, and Church Headquarters Translation. • Those working from home must have access to the same equipment, software and support tools, and quiet space required for other translators. • Must be in a country central to the language team. • Requires airport access and a good communications infrastructure. • A central chapel may be used for meetings and a library. Language Supervisors must be located in the language country	Multi-language Supervisor • Area office or if a remote office must be in a country central to the language teams. Requires airport access and a good communications infrastructure.
Finance		**Operational budgets** are available to area translation managers, phase 3 language offices, and multi-language supervisors. These budgets include: • Salaries, benefits, and general expenses • Small translation projects • Area interpretation *Note: Job ticketed projects composed of projects and events originating from headquarters departments, annual workload items, or area requested items that are correlation approved, have project budgets to cover contractors and other expenses. An area translation over and short account exists for closure of translation project budgets and contingency purposes according to guidelines.*	(Same as Phase 3)
Financial Controls		Area translation managers (ATMs) and language supervisors manage the following according to Church financial policy and area controller guidelines: • Project budgets • Applicable operational budgets • Translation over and short account	(Same as Phase 3)

Helps for DTA	Main contacts	(Same as Phase 3)
	• Area translation manager	
	• Area materials management manager (depending on governance)	
	• HQ Translation Services manager	
	• HQ Director of Translation Division	
	• HQ Translation Services Manager of International Operations	
	• HQ translation managers	
Exceptions to the Office Model	Any exception to the above will be delineated by agreement between the director for temporal affairs and Translation Services.	(Same as Phase 3)

Communication between Headquarters and Language Offices

The *manager of international operations* is the first point of contact at Church headquarters for the area translation manager. This relationship is essential for orderly communication and should be respected by all those involved in translation and production work. Communications falling outside of the routine functions listed below should be channeled through the corresponding first point of contact. Area and headquarters translation managers may direct language supervisors to send them copies of their communications with headquarters, as they deem appropriate.

Routine functions that are handled directly between language offices and headquarters fall into the following categories:

☐ Questions Concerning Translation Support, Localization, and Job Tickets

Translation Support Services communicates all job ticket information and associated files to language offices directly, with copies to the area translation managers. Any related question (for example, about the meaning of the English original, about the TGP count) should be directed by the language or multi-language supervisor to Translation or Translation@LDSChurch.org.

☐ Questions Concerning Translation Requests

Communication to and from headquarters concerning translation requests should be routed to TRL-Request or TRL-Request@LDSChurch.org.

☐ Questions Concerning Jobs Submitted to Production in Salt Lake

Jobs submitted to Production in Salt Lake, as well as communications concerning late jobs and follow-up, should be sent to one of the International Project Managers or Manager of International Operations.

☐ Questions Concerning Proof Cycles with Headquarters Production

> Proof cycles and associated communications should be sent to CUR-SLGraphics or CUR-SLGraphics@LDSChurch.org.

☐ Questions Concerning the Production of *Liahona* Magazine and its News Sections

> Send communications to CUR-Liahona and CUR-News or CUR-Liahona@LDSChurch.org and CUR-News@LDSChurch.org.

> The staff of the *Liahona* magazine will communicate directly to language translation offices, with copies to the area translation managers and international operations managers, concerning the magazine production process, including local pages.

☐ Questions Concerning Interpretation

> All headquarters-initiated interpretation events and related communications should be sent to TRL-Interpretation or TRL-Interpretation@LDSChurch.org. Or contact your assigned interpretation manager.

> All area-initiated interpretation events are the responsibility of the language or multi-language supervisor. They may counsel with headquarters interpretation staff as desired.

☐ Questions related to text content for interpretation should be sent to TRLConference (No hyphen) or TRLConference@LDSChurch.org.

☐ Questions Concerning Financial Information

> All communication concerning budgets, or any other financial issue should be routed to TRL-Finance or TRL-Finance@LDSChurch.org

☐ Other Communication

> Any other concern or question should be referred by the supervisor to his manager, who will then communicate with his first point of contact. If you receive a communication outside of these channels, please contact your manager, who will notify his first point of contact.

Selecting and Training Translators

Remember the Purpose of Translation

The purpose of translation in the Church is to translate the approved scriptures, spoken word, and other Church materials, ensuring that the meaning of Church doctrines and policies is accurately preserved, so that every nation and people may come unto Christ. … Those involved in this work of translation perform under the influence of the Spirit, constantly seek the spiritual gift of translation, and complement inspiration and spiritual gifts with strong technical skills.

Principle

The language or multi-language supervisor is responsible for selecting, training, and contracting with the translation team members for each approved language. The language or multi-language supervisor prepares training materials and trains members of each translation team in translation principles, procedures, and processes. Approved resources are found in the Translation Services Handbook of Instructions and the Area Office Interpretation Handbook.

☐ Team members normally reside in close geographical proximity to one another in a country where the target language is spoken. They must possess a high level of spirituality and technical expertise. They need to have access to translation support tools and systems and be temple worthy.

☐ The language or multi-language supervisor should be guided by the Spirit in establishing translation teams following approved guidelines set forth by the Translation Division. A prospective translator should:

☐ Be a member of the Church worthy of a temple recommend.

☐ Have a good understanding of gospel principles and doctrines.

☐ Be worthy to receive inspiration in his or her work.

☐ Have a favorable recommendation from his or her priesthood leaders.

☐ Have previous translation experience and at least a basic skill level.

☐ Pass the translation or interpretation tests.

☐ Be a native, in-country speaker of the target language.

☐ Be able to give adequate time to the translation work.

☐ Be willing to follow the counsel of those appointed to supervise the work.

☐ Have the ability to work in the spirit of unity with other translation team members.

☐ Be hired to perform nonscripture translation work based on their spirituality, education, training, and experience. As stated in the Church Human Resource Policies and Procedures Manual, those involved in the employment process are responsible to select candidates who meet or exceed the job qualifications outlined in the established hiring policy.

Successful Selection of a Translator

In a training session on 10 April 1998, Elder Henry B. Eyring gave the following keys for the successful selection of translators:

☐ Language testing in English and the target language.

☐ Translate and back-translate a selection of scripture.

☐ Learn the heart of the person. Get them to talk about three things: the nature of God, the Atonement, and priesthood authority.

☐ Use the spirit of discernment.

☐ Ask God to help you know whom He has selected.

A successful selection process is composed of five basic steps:

1. Identifying the candidates

2. Prescreening

3. Testing

4. Personal interview and evaluation

5. Decision and spiritual confirmation

Identifying the Candidate

☐ The Lord prepares people to do His work. It is your task to find them. To begin your search, pray to be led to those who have been prepared. It may not happen quickly or even very easily, but the Lord will put people in your path who will be, or who can lead you to, those whom He wants you to find.

☐ There are various sources for identifying or obtaining recommendations on potential candidates. Some are:

☐ Previous supervisors

☐ Current translation team members

☐ Local priesthood leaders

☐ Job postings

☐ Professional associations or universities

☐ Member and Statistical Records Division at headquarters (be mindful of local privacy and employment laws in seeking or soliciting personal information)

Prescreening

This first step to narrow the number of candidates to be tested and evaluated is often done using resumes, curriculum vitae, and biographical data sheets and through discussions with priesthood leaders and others. Some critical things to consider:

☐ Is the candidate a member of the Church and one who seeks divine guidance in his or her life?

☐ Is his or her lifestyle in harmony with gospel principles?

☐ Does the candidate have an acceptable working knowledge and understanding of English?

☐ Is the candidate a native speaker of the target language?

☐ Is the candidate familiar with the native culture(s)?

☐ Does the candidate have a favorable recommendation from his or her priesthood leader?

☐ Does the candidate have the faith and confidence of the local members?

Language Testing

Candidates for a translation team should be given tests provided by the Translation Division, and any additional testing by the language or multi-language supervisor, to evaluate English vocabulary and grammar and target language skills. It is also beneficial to test the candidate's ability to perform actual translation functions, either with a sample translation project or a translation-type test.

Personal Interviews

Interviews should be conducted under the guidance of the Spirit, and the interviewer should seek to gain an understanding of the candidate's qualities in the following areas:

☐ Spiritual

☐ Skills

☐ Personal

Interviews are especially useful for getting to know a candidate and getting additional or more in-depth information than what can usually be given on a resume or curriculum vitae.

Spiritual Considerations

Get to know the heart of the candidate by having him or her:

☐ Share his or her testimony of the restored gospel, the nature of God, the Atonement, and priesthood authority.

☐ Relate a recent experience where he or she felt the Spirit.

☐ Describe his or her experiences in recent Church callings and Church service.

☐ Discuss the role that personal revelation plays in his or her life.

In a talk to the Translation Division, 25 June 1993, President Boyd K. Packer said: "… You brethren who hold the priesthood and you sisters have the right to inspiration and revelation. … Not only can't you work except for faith and inspiration, those whom you contact out there to help with the translation cannot do it right without inspiration."

Skills Considerations

☐ What translation experience does the candidate possess?

☐ What is the candidate's educational background?

☐ Is the candidate familiar with, and does the candidate have access to, various translation resources in English and the target language?

☐ What computer skills does the candidate possess?

Personal Considerations

☐ What is the candidate's motivation for becoming a Church translator?

☐ Can the candidate meet the time requirements for the considered position?

☐ Is the candidate able to relate well to and work well with others?

☐ Is the candidate dependable? Organized? Teachable?

☐ What various means are available to communicate with this individual (telephone, fax, e-mail, etc.)?

Additional Options for Evaluation

☐ Workshops can give the supervisor a chance to see the candidate first-hand in a variety of "real life" translation situations, including: translating, reviewing, giving and receiving feedback, and team interaction.

☐ Sample translations can be requested to get a sense of the candidate's translation style. This is also a good opportunity to evaluate how well the candidate follows directions and meets deadlines.

Decision and Spiritual Confirmation

After all information from testing, interviews, group work, and sample translations has been gathered, it is time to make a decision. Follow the advice given in D&C 8:2: "Yea, behold, I will tell you in your mind and in your heart, by the Holy Ghost, which shall come upon you and which shall dwell in your heart." The most important thing to remember is that this is the Lord's work, and He qualifies those whom He has chosen.

As supervisors, it is your job to find those whom the Lord has prepared. After consulting with appropriate leaders and making your decision on candidates, your final step is to ask the Lord in prayer and receive confirmation from the Spirit.

Recording Information about Translators

The language or multi-language supervisor should keep track of all candidates that interviewed and tested. Whether or not they are hired, their test results and overall assessment should be recorded.

How to Assign Computer Input If Necessary

The language or multi-language supervisor assigns computer input of translated materials as necessary. Payment is by the page rather than by the hour and is usually under contract. Work performed on nonstandard, unapproved software is not accepted for payment.

☐ The language or multi-language supervisor should use second-party inputting when a translator does not have access to a computer.

☐ Input guidelines found in this handbook should be followed.

☐ The person doing the input is responsible for inputting corrections throughout the process.

The Mental Process of Translation

Translators must be mentally prepared. "Behold, you have not understood; you have supposed that I would give it unto you, when you took no thought save it was to ask me" (D&C 9:7).

Preparation

☐ Prepare by inviting the Spirit — before any translation work can begin the Spirit must be present. There are several ways to invite the Spirit—daily scripture study, living worthily, serving faithfully in Church callings, daily personal prayer and prayer at the start of each translation session, and a humble and grateful attitude.

☐ Skills—translators should have knowledge of the English language, knowledge of Latter-day Saint and American culture, and the ability to express themselves in their own language and culture. They must be regularly immersed in both languages and cultures and they must carefully study the training materials provided.

☐ Tools—certain tools are necessary to do the work. Each translator must have the necessary equipment as outlined in the Translation Office Model. They need to have all of the training materials, translation guides, word and phrase lists, dictionaries, lexicons, and scriptures.

☐ Understanding the source text is critical. Most translation mistakes are made by not understanding what it is that is being translated.

☐ Understanding context—start with the overall context. In order to do this the translator needs to review the specific instructions received with an assignment and to read the summaries, overviews, and table of contents.

☐ Read a larger portion (chapter or paragraph) of text. Read it more than once to understand the meaning and feeling conveyed.

☐ Points for understanding context—who is speaking? To whom? What is the purpose? What is the feeling being conveyed? What level of language is being used? What are the key words and phrases? What ideas are most prominent?

☐ Read a smaller portion (sentence or verse) of the text—Read the translation guide notes. Look up unfamiliar words or phrases. Understand the meaning of the entire sentence in context.

☐ Most errors occur when you do not know that you have misunderstood. Indications that you have misunderstood the text:

- Does your understanding from the context match your understanding from the words?

- Are there spiritual warnings that something is not right?

- If there is doubt, do more research. Ask others. Good translators need help too. Ask native English speakers, other translators, and the language or multi-language supervisor. Look up additional words or phrases. Familiar words may have other meanings. Seek the help of the Spirit through prayer and meditation.

Producing the Translation

☐ Mentally shift from the source language and culture to your own. Consider how to express the same message. Form a draft of the segment in your mind. It may be very literal or a paraphrase.

☐ Begin refining the translation in your mind immediately. Write the translation down, but keep refining. Evaluate whether the translation is acceptable and accurate.

☐ Is the translation acceptable to native speakers? Is it current and polished? Does it have a natural cadence of the language? Is the grammar and syntax correct? Is it appropriate for the audience (e.g., adults, youth or children, members of the Church, those of another faith)?

☐ Is the translation an accurate reflection of the original? Is the basic meaning correct? Does it reproduce the feelings of the original? Are key words and phrases translated correctly? Does it conform to First Presidency policies? Are other elements in the sentence or verse correct?

☐ Keep refining the translation. Continue to revise until you are satisfied with your translation. If necessary, confer with others. The translation should be as correct as you can make it. Do not rely on reviewers to correct mistakes.

Spiritual Confirmation

☐ Seek confirmation through the Spirit. "But, behold, I say unto you, that you must study it out in your mind; then you must ask me if it be right, and if it is right I will cause that your bosom shall burn within you; therefore, you shall feel that it is right. But if it be not right you shall have no such feelings, but you shall have a stupor of thought that shall cause you to forget the thing which is wrong" (D&C 9:8–9).

☐ "Therefore, you cannot write that which is sacred save it be given you from me" (D&C 9:9).

Initiating Work in a New Language

When approval has been obtained to begin translation work in a new language, the language or multi-language supervisor should meet with the manager of the Scriptures section to get organized to start the work. The Scriptures section initiates translation in any new language. To help him or her do this, a form has been prepared, "Initiating a New Language." Much research and study needs to be done before the supervisor travels to the area or country where the new language is spoken.

Initiating a New Language Form

Language: _____

Output	Date
SET UP PHYSICAL FILES	
SET UP ELECTRONIC FILES	
LANGUAGE RESEARCH AND EVALUATION PACKET	
General Language Information Worksheets ☐ Dialects, orthography, number of speakers, percentage of speakers that are literate, taught in schools and Churches, etc. ☐ How many Church members speak the language and where? ☐ What publications are published in this language? ☐ What computer software and fonts are available? (Coordinate the appropriate kinds with Salt Lake City.) ☐ Provide a brief outline of the history of the Church in this area.	
Language Analysis Worksheets Underneath a line of English text, provide an acceptable translation that is as literal to the English as is reasonable. Then, beneath the translation, provide an exact, verbatim, word-for-word back translation into English. Then analyze.	
Translation and Review Skill Tests Prepare English and language tests to evaluate candidates.	
OPERATIONS PACKET	
Operations Survey What equipment is available, is there telephone service, is there Internet service, how long is electrical service available each day, what language resource books are available, how reliable and timely is mail service, what security issues exist, and so on?	
Operations Budget Worksheet What budget is necessary to start work in this language?	

PERSONNEL PACKET	
Team candidate bio sheets	
Candidate interview questionnaires	
Candidate rating grid	
Confidential records check	
Budget Projection Worksheet	
PROJECT HISTORY BINDER	
Bible Recommendation Report (if necessary) and approvals	
Name of the Church Report (if necessary) and approvals	
Translators and Reviewers form(s)	
Initiation Report with approvals	
Initiation trip report	
Historical narrative	

Interpretation

Area Interpretation Coordinator

Each language office should have an interpretation coordinator, based on workload, who should be appointed from volunteers or contractors to manage the interpretation functions. An interpretation coordinator reports directly to the language or multi-language supervisor.

All interpretation events should be accounted for in Clarity.

Interpretation is the transfer of spoken material from one language to another language. The area translation manager or language supervisor may have to coordinate three general forms of interpretation: simultaneous, consecutive, and accompanied.

Simultaneous Interpretation

In simultaneous interpretation, the speaker delivers his address much as he would to an audience that understands his language, without pauses or breaks. The interpreter transfers the thoughts and meaning into another language and speaks almost simultaneously with the speaker. In Church interpretation, this may be accomplished in one of three ways:

☐ The interpreter receives the text of the message in advance, has time to translate it, and reads the translation as the speaker delivers the message.

☐ The interpreter receives an advance copy of the text or an outline of the text with just enough time to familiarize himself with the content, note scriptures quoted, and so forth.

☐ The interpreter has no advance preparation and should be able to listen and interpret as the speaker speaks, without pauses.

Simultaneous interpretation is useful when a meeting is being interpreted into several different languages.

Consecutive Interpretation

In consecutive interpretation, the speaker expresses an idea, and then pauses while the interpreter transfers what was said into another language. Consecutive interpretation is frequently used when an audience is made up of speakers of a single language different from that of the speaker.

Accompanied Interpretation

Accompanied interpretation is less formal than the other two forms. The bilingual interpreter accompanies a speaker and interprets in both directions (what the speaker says to the audience and what members of the audience say to the speaker). The interpretation may be either simultaneous or consecutive and, while it may be more a summary or explanation of what was said than formal interpretation, meaning must be accurately conveyed. For example, accompanied interpretation would be used in an interview or at a training session or an informal meeting where the audience is invited to ask questions.

Questions Regarding Interpretation, Events, and Training

Questions regarding interpretation, events, training, and so on should be directed to the Interpretation Section at Church headquarters. Detailed information about coordinating interpretation events can be found in the "Area Office Interpretation Handbook" located on the Church intranet site under "Areas and Departments," then under "Materials Management," then under "Translation."

SECTION 6—Authorization to Begin Translation Projects

There are only two official ways that a new translation job can be started:

☐ Through a Job Ticket

☐ Through a Translation Request

Job Ticket Items

Any translation that would need to be Correlation approved needs a Jot Ticket. There are different types of Job Ticket items (print, localization, audiovisual, DVD, E-learning and kiosk, scriptures audio, etc.). Each will be explained below.

Correlation must approve any new project before it is assigned to Translation. This is the responsibility of the originating department. No translation work on a job ticketed item will start without funding approval.

Job Ticket Process

1. Translation Project Office-Overview

Before any translation job is approved, the Translation Project Office meets with the Client and Project Manager to make sure that everything Translation needs to get the job done is in order. They ensure that:

- Funding is in place
- That the text has been through editing
- That the due date is assigned, and agreed upon, in consultation with the Translation Project Office, the area translation manager and the originating department.
- The correct translation "treatment grade" is assigned in agreement with the Client. The "Treatment Grades" document can be found in Section 12, Forms and Guidelines.

2. Translation Preparation-Overview

- Receives the edited source text from the client.

- Formats the source text.

- Makes sure source texts are the most current version.

- Writes a translation guide.

- Provides glossaries and wordlists as needed.

- Prepares the translation kit, which can include:

  - The file to be translated (Word document or IDZ)

  - The translation guide. (TRG)

- English sample file (.pdf).

- Any additional information or tools needed to complete the job.

- In Clarity, the document file folders are created in the Collaboration Tab (commonly called the Document Store), and translation files are put into the English Files folder where the language office retrieves the files to be worked on. (There may be exceptions to this when files need to be sent via e-mail i.e., General Conference, Stake Conference Broadcasts, Firesides etc.)

3. **Receiving the work in the Field-Overview**
   - The language or multi-language supervisor opens the Language Supervisor view in Clarity where the tasks to be done, and files to be translated, are located.

   - The language supervisor reads the instructions found on the Job Ticket Report (JT Report) on the Clarity JT Task View on the Language Supervisor Screen. This report contains the financial, due date and specific translation instructions needed to get the job completed properly. It is critical that the language supervisor review these instructions before assigning any tasks because the tasks may be different depending on the treatment grade assigned.

   - In most cases the language supervisor will next scroll down to the Clarity JT Tasks Edit screen. From there he will go to the Actions pull down menu and select Edit Mode. This will open the tasks and make them editable. (It is not recommended to filter in Edit Mode as this turns into a very slow process.)

   - The language or multi-language supervisor then plans the projects, makes assignments, issues purchase orders, if using PO Lite, converts files from an IDZ format using Credenza into MS Word, and completes the *Enter Language Office* task. If the translator has the same Charge Code, the language supervisor can "notify" the translator that he has a job. If the translator is a contractor, he cannot be notified in Clarity, but will need to be in Clarity checking for jobs, or the language supervisor will have to e-mail the job to the translator if the translator is not using Clarity. In either case, the project moves from the Enter Language Office task to the Translation task.

   - The translator opens Clarity and sees that he has a job to do or opens the e-mail with the attached job. He translates the source text into the target language using *approved* tools. When done with the translation, the translator will save the file adding TR to the name, and put it back into the *Translations in Progress* folder where the next person in the process picks it up for review. This process is continued, adding CR for Content Review, LR for Language Review and PR for Proof Review, until the language supervisor check.

   - Detailed instructions on these processes are found in the Clarity Knowledge Store.

4. **How the Job Is Submit to Production-Overview**

   The language or multi-language supervisor performs a supervisor check of every translated job before it is sent to typesetting or production. When his job is checked, there are two processes he can follow.

- If this was an IDZ file sent through Credenza, he will send the file back through Credenza where WorldServer will automatically return it to the Client. There will be no file saved in the Final Translation folder.

- If this was not an IDZ file sent through Credenza, he will add an FN to the file name, meaning Final, in the Final Translation folder where it will be picked up by SLGraphics or another Client for typesetting.

- As mentioned above, there may be exceptions to this when files need to be sent via e-mail i.e., General Conference, Stake Conference Broadcasts, Firesides etc.

- Detailed instructions on these processes are found in the Clarity Knowledge Store.

5. **Production Proof Checks**

- For most jobs, SLGraphics, Liahona Cur, AV, and others create typeset proofs <u>or</u> post translation review files (.pdf, AV file, etc.) and put them in the Clarity proof folder. The language supervisor will assign one of their team members proof the project. If this is a print project, they must use <u>Adobe Acrobat</u> to make these changes. After making any needed corrections, they fill out the proof correction and sign off form, make any notes, complete the Task in Clarity, add TRL to the file name and save it back in the Production Proof folder where Production will be notified that the job is ready. If the language supervisor does not "complete" the Proof Task, Production will not be notified that the job has been completed.

- Detailed instructions on these processes are found in the Clarity Knowledge Store.

- Sometimes Letters and Notices have a slightly different workflow that requires them to not only upload the annotated pdf, but also resubmit the corrected IDZ file.

- Some Phase 2 offices do not have VPN or SAA access so they cannot use Credenza to submit. In this case the translator will have to have the language supervisor send the file in for him. If this is not possible or causes additional time or work, an e-mail can be sent to directly to WorldServer rather than through Credenza over the VPN or SAA.

- Some localization and audio visual jobs will need a Post Translation Review. Instructions on what is required will always be on the Job Ticket and Post Translation Review instructions sheet that will accompany the job. It is critical to read these instructions. Many of these types of jobs will not be saved in the Clarity document store.

- SLGraphics, Liahona_Cur, AV, and so on should send a final print (.pdf or AV copy), through Clarity, to the language or multi-language supervisor to archive for future reference.

Print Arrow Chart

Request Approval and Requirements	Office Assignments and Preparation	Translation	Quality Assurance and Post-Translation	Production Originating Department
Originating Department and Project Manager 1. Gets approval from Correlation before any new project begins. 2. Prepares tentative project schedule. 3. Schedules a new jobs meeting to scope the project. 4. Gets approved AC-21 funding. No translation will start unless there is funding. 5. Enters job in the current tracking system. Job ticket must be issued before any job begins. 6. Sends text through Editing before sending to Translation. 7. Obtains sample .pdf. or other way for translation to see context, and provides all necessary material to Translation Services .	**Translation Project Office** 1. Project Office meets with client to make sure everything is in order. 2. Checks funding 3. Checks scripts 4. Assigns due date in consultation with TSS, Client, and ATM. 5. Assigns project to Translation Preparation team. **Translation Preparation** 1. Receives edited text. 2. Formats the source text and prepares a translation guide. 3. Prepares the translation kit which includes the translation text, translation guide, samples, and other tools needed to do the job. 4. Makes sure folders are set up correctly in Clarity and translations files are there.	**Language Supervisor** 1. Each day checks jobs in Clarity to see which new work is to be done. 2. Plans the projects, makes translation and review assignments in Clarity, converts files and makes them ready for the translator. **Translator** 1. Checks each day to see if any new projects are ready to be worked on. 2. Opens the Document Store where the source text is found and does the translation according to approved procedures. 4. Saves the file in the correct folder and completes the task.	**Reviewers** Reviews may be done by 1 to 3 reviewers other than the translator. This depends on the skill level of the person assigned by the language supervisor. Reviews will be done according to the treatment grade that they were assigned from CHQ. **Language Supervisor** Performs supervisor check before completing the project and making it available to production. If necessary, performs a priesthood review before going to production. **Priesthood Review** Reviews translated manuscripts. Meets as a review committee. Reconciles concerns with translation team. Sends letter to Scriptures Committee. Archives corrections in database. Saves translation to proper folder or sends approved translation to production as indicated on the job ticket. Updates Clarity schedules.	**Production** Receives translation and begins production. Creates a proof (.pdf or other) and it goes back to the language supervisor for proof check. **Language Supervisor** Checks proofs, makes corrections to the .pdf etc, and saves document back in Clarity. This goes back and forth to production until ready to print. When a priesthood review is done, any changes affecting the meaning require priesthood review and a new Scriptures Committee approval. Language supervisor enters and saves corrections in master electronic files.

Localization Arrow Chart

Project Approval and Initiation	Project Preparation and Glossary	Translation	Quality Assurance	Production

Originating Department	**Originating Department**	**Translation Project Manager**	**Quality Assurance**	**Originating Department**
1. Obtains Correlation approval and funding for non-English product translation. 2. Holds a localization meeting with Translation Services to identify the scope of the project and to see if processes are in place so that translation and post-translation reviews can be done. 3. Sends translatable text to Editing. **Project Manager** 1. Holds a new jobs meeting to allocate resources and set the general schedule. 2. Enters job in Clarity. **Translation Services** Prepares project schedule.	Prepares a glossary, including terms and definitions, and submits it to Translation Services. **Translation Preparation** Prepares glossary and translation support materials for the language offices. **Language Office** Translates glossary terms and returns them to Translation Services. **Originating Department** Reviews and approves translated glossary terms. **Originating Department and Translation Services** Meet to plan workflow and to settle any other issues.	Assigns project to preparation staff, who prepare translation support materials, update Clarity, format the source, and make the translation package available to language offices. Completes tasks in Clarity. **Language Office** Translates text with approved tools and within required guidelines	Reviews may be done by 1 to 3 reviewers other than the translator. This depends on the skill level of the person assigned by the language supervisor. Reviews will be done according to the treatment grade that they were assigned from CHQ **Language Supervisor** Performs supervisor check before sending file back through Credenza. Saves all work to Clarity for time/date stamp. **Localization Manager** Returns all files to originating department.	Produces the final language versions of the product and prepares for the Post-Translation Review. **Translation Services** Works with the originating department in performing the Post-Translation Review. Approves the final language versions of the product once the Post Translation Review is complete and corrections have been made. **Originating Department** Releases the final language versions of the product. Provides final translated text to the Translation Division. **Archives final text**

Localization Jobs

☐ Originating department obtains Correlation approval and funding for non-English product translation.

☐ Originating department schedules a localization meeting with Translation Services to identify the scope of the project and to see if processes are in place so that translation and post-translation reviews can be done.

☐ Originating department then sends the translatable text to Editing.

☐ The project manager holds a new jobs meeting to allocate resources and set the general schedule and enters the job in the wizard.

☐ After consulting with the area translation managers, the Translation Project Office prepares a translation schedule.

☐ The originating department prepares the glossary, including terms and definitions, and submits it to Translation Services.

☐ Translation Services then prepares the Job Ticket and sends the glossary and translation support materials to language offices.

☐ The language office translates glossary terms and returns them as indicated on the Job Ticket.

☐ The originating department reviews and approves translated glossary terms.

☐ The originating department sends sample files to localization manager for testing purposes.

☐ The originating department and Translation Services meet to plan workflow and to settle any other issues.

☐ Translation Services then assigns project to preparation staff, who prepare translation support materials, update Clarity, format source, and put the translation package into the Clarity Document Store language folder.

☐ The language office translates text with approved tools and within required guidelines.

   ☐ Reviews are done by one to three reviewers other than the translator. This depends on the skill level of the person assigned by the language or multi-language supervisor. Reviews will be done according to the treatment grade that they were assigned from CHQ The originating department then produces the final language versions of the product and prepares for the Post-Translation Review. In agreement with Translation Services, the originating department provides the necessary tools and resources needed to complete the post translation review before it is released to the public.

☐ Translation Services works with the originating department in performing the Post-Translation Review and approves the final language versions of the product once the Post Translation Review is complete and corrections have been made.

☐ The originating department releases the final language versions of the product and provides final translated text to the Translation Division and, if possible, the language office archives translated text.

Audio Visual Arrow Chart—DVD, E-Learning, and Kiosk

Project Request Approval and Requirements	Project Preparation	Project Translation	Quality Assurance	Production

Originating Department and Project Manager

1. Gets approval from Correlation before any new project begins.

2. Prepares tentative project schedule.

3. Schedules a new jobs meeting to scope the project.

4. Gets approved AC-21 funding. No translation will start unless there is funding.

5. Enters job in the wizard. Job ticket must be issued before any job begins.

6. When necessary, arranges for subtitling and sends to Translation Services (Step 9).

7. Sends text through Editing before sending to Translation.

8. Obtains sample and provides all necessary material to Translation Services.

Translation Services

1. If subtitled, will receive subtitles and send to Correlation and Editing for approval.

Translation Project Office

1 Project Office meets with client to make sure everything is in order.

2 Checks funding

3 Checks scripts

4 Assigns due date in consultation with TSS, Client, and ATM.

5 Assigns project to Translation Preparation team.

Translation Preparation

1. Formats the source text and prepares a translation guide.

2. Prepares the Translation Kit which includes translation text, samples, other tools, creates folders, and places the T-Kit into the correct Clarity folder.

Language Supervisor

1. Each day checks jobs in the tracking system to see which new work is to be done.

2. Plans the projects, makes translation and review assignments in Clarity and makes them ready for the translator.

Translator

1. Checks each day to see if any new projects are ready to be worked on.

2. Opens the Document Store where the source text is found and does the translation according to approved procedures.

4. Saves the file in the correct folder and completes the task.

Quality Assurance

Reviews may be done by 1 to 3 reviewers other than the translator. This depends on the skill level of the person assigned by the language supervisor.

Reviews will be done according to the treatment grade that they were assigned from CHQ

Language Supervisor

Performs supervisor check before sending file back through Credenza.

Language Supervisor

Returns all files to originating department.

Local Production Staff

Receives translation and completes task in tracking system.

AV Producer

Schedules and coordinates recording, mixing with video, and musifex.

Language Supervisor

Assigns a language coach who attends recording session and checks production proofs for clear presentation and completeness.

Sends "as recorded" scripts to person indicated on job ticket.

AV Multimedia (MM) Producer

Prepares file for media production and sends to language supervisor for post-translation proof.

Language Supervisor

Proofs file for media production. Logs and returns to AV mm producer.

AV MM Producer

Prepares check DVD for final file and sends to language supervisor for language functionality proof.

a) Along with the changes/corrections made to the original text.
b) Saves the final text with the changes/corrections made to the original text.

Language Supervisor

Proofs DVD or final file for proper functionality of buttons to languages, gives final approval to duplicate, and returns to AV mm producer.

Scripture Audio Recording Arrow Chart

Project Request Approval and Requirements	Project Preparation and Translation	Initial Recording and Quality Assurance	Final Recording and Quality Assurance	Duplication and Distribution
Area Presidency Completes the annual request, including scripture recording requests. **Curriculum** Compiles the area requests and makes an annual recommendation to the Scriptures Committee. **Scriptures Committee (SC)** Reviews the recommendation and submits it to the First Presidency and Quorum of the Twelve for approval.	**Scriptures Committee** Authorizes the Audiovisual Department (AV) to start the project by searching for and evaluating available talent and resources. **Audiovisual** Completes the talent and resources search, and prepares a recommendation for the SC to proceed with the project, including proposing the talent to be used, project budget, and timeline. **Translation Division** Translation is assigned to oversee the language and content quality of the recording and recommends a QA reviewer for approval by the SC. **Scriptures Committee** Gives approval to proceed with project.	**Audiovisual** Obtains project budget, contracts the recording talent and resources, and records the initial segment. **Translation** Assigns the quality assurance reviewer, who performs a quality check of the initial segment. Translation then prepares a quality assurance report for the SC, recommending continuation of the project. The report will include information from AV on the technical quality of the recording.	**Audiovisual** Completes the recording of the project. a) And submits the script with the changes/corrections made. b) Saves the changes/corrections made to the original text for any future revisions. **Translation** Performs quality checks of the project throughout the recording process. Prepares a final quality assurance report for the SC with a request for permission to duplicate and distribute the recording. **Scriptures Committee** Obtains final approval from the First Presidency and Quorum of the Twelve to duplicate and distribute the recording.	**Audiovisual** Works with Curriculum and Materials Management Departments to see the recording is duplicated, properly distributed, and made available.

Circular Letters and Notices

Approvals

☐ Circular letters and notices originating at headquarters for general Church or large-area distribution are approved by the Correlation Communications Committee and coordinated by the Project Coordination Division of the Curriculum Department.

☐ The Communications Correlation Committee clears the list of languages into which letters and notices are translated. If a specific letter or notice is needed in additional languages, the area should submit a Correlation request form.

☐ Distributed in printed format worldwide and electronically in English to priesthood leaders.

Schedule

Circular letters and notices should be handled as a priority. Input needs to be clean. The time line should be followed as closely as possible:

1. 2 days   Prepare and set up job at headquarters
2. 2 days   Translation*
3. 6 days   Formatting, printing, and distribution (on paper and by e-mail)*
4. 10 days   TOTAL (for normal size letters)

Note:
*Additional time may be needed for production for phase 2 languages and if the letter or notice has attachments.

Format

☐ Letters are dated in English to allow time for approvals, signatures, translation, and distribution.

☐ Non-English letters have the same date as English but are adjusted to accommodate international letter-writing conventions.

Information Box

☐ The information box on the back of English letters and notices follows direction given in a meeting of the Council of the First Presidency and Quorum of the Twelve on June 18, 1998.

- o It communicates the defined languages (typically 40 on a worldwide letter) and schedule expectation for distribution of that letter.

- o It states "Distribution in these languages will be completed within two weeks."

Item Number and Identifying Information

☐ On non-English letters and notices, the item number should appear in small type in the lower right corner to help ensure proper identification and distribution.

Translation Requests

The Translation Division and language or multi-language supervisor approves each Translation Request depending on where the translation is done. In some cases the area translation manager or director for temporal affairs may choose to approve their requests. The general guidelines for materials translated by using a Translation Request are:

Under 20 TGP

Exceptions: If a Translation Request meets all of the other requirements to be translated but is over 20 pages, the Translation Division manager or the DTA may approve the project to be translated if the requestor agrees to pay for the translation.

Non-published, correspondence (administrative or general), special administrative, or local training materials

☐ Intradepartmental communications; policies; procedures; training materials that *do not* require Correlation Department approval. These are generally internal training and administrative documents. (Items that deal with gospel instruction, ecclesiastical policies or administration, ordinances, Church policies, or Church standards may require Correlation approval.)

☐ Materials originating away from Church headquarters for media publication as approved by the Area Presidency

☐ Materials originating away from Church headquarters for training ecclesiastical leaders as approved by the Area Presidency

☐ Newspaper articles

☐ Interpretation requests

☐ Transcription of recorded materials (usually to be translated after it is transcribed)

☐ Talks to be presented in the area by General Authorities or general Church officers

☐ Letters for general distribution and instructions originated and signed by the Area Presidency

Note: Items that will be published and made available to a global or countrywide audience cannot be processed on a Translation Request.

Translation Requests Arrow Chart

Project Request Approval	Project Preparation	Project Translation	Supervisor Review	Project Completion
Originating Department 1. Submits translation request in Clarity. If Client does not have Clarity they contact the Translation Request Office who will help them. 2. Approvals must come from the Director level. **TR Office** 1. Reviews request and material. Verifies that materials meet guidelines for processing on a TR. 2. Reviews requested due date or schedule for feasibility.	**TR Office** 1. Prepares text files—assures appropriate file format, size, etc. 2. Completes Clarity TR form with assignment and due date information. 3. Assigns project files to translator with any applicable instructions. 4. Logs project in tracking system. 5. High priority items are coordinated with Translation Services to be included on Area Translation Manager's priority list.	**Translators and TR Staff** 1. Translate the project text. 2. Review translations and perform final proof. 3. Return translated files to TR Office.	**TR Office** 1. Receives translated project files. 2. Reviews files for completeness. 3. Performs supervisor check where applicable (projects into English). 4. Resolves any final issues.	**TR Office** 1. Prepares final translation files for return to client (finalizes formatting, reinserts graphics, converts file formats, etc.) 2. Updates TR form with project completion date. 3. Returns project files to the client. 4. Completes job in Clarity 6. Archives project files.

Translation into English

The Translation Division at Church headquarters is responsible for ensuring the proper translation into English of all approved non-English items (correspondence, etc.).

- Non-English materials received at Church headquarters should be done on a Translation Request.

- Non-English materials that are received at an area or language translation office and are to be translated into English may be translated in the area by a native English-speaking translator. When a native English-speaking translator is not available at the office where the request is received, the materials should be assigned to the Translation Division at Church headquarters.

- In exceptional cases, for example, languages for which no suitable resource is available at Church headquarters, materials should be translated into English under the supervision of the local translation supervisor. When necessary, such translations may then be reviewed by the Translation Division at Church headquarters.

Confidential Materials

Sometimes very sensitive, confidential information is submitted for translation. Such information may include reports of disciplinary councils, recommendations for new bishops or stake presidencies, and other confidential correspondence. Confidential materials are given special handling:

☐ Translators should be native or near-native speakers, have good writing skills, be experienced in the Church, and be extremely reliable and discrete.

☐ Translations of confidential materials go through a modified review.

☐ Translations of confidential records materials should be reviewed only by the language or multi-language supervisor prior to being returned to the requestor.

The Translation Division will work with each area translation manager to establish acceptable procedures for translating confidential materials into each language.

Confidential Records

Church employees have a moral and legal obligation to protect confidential records and to safeguard the privacy of the persons involved. Translators of confidential records must be cleared by Church headquarters. They are subject to established procedures regarding the protection of confidential materials. A breach of confidentiality may result in the loss of faith, harm to the Church, termination of employment, or legal action against Church employees. Confidential records are taken care of on Translation Requests through the Translation Request office at Church headquarters.

The types of confidential records are:

☐ Church disciplinary actions.

☐ Administrative actions (e.g., name removal).

☐ Applications to the First Presidency.

Church Disciplinary Actions

Most disciplinary council documents are not translated. When translation is required, it occurs after the records are submitted to Church headquarters. Translation is required when:

☐ The records are unclear about the specific transgressions involved.

☐ Annotation of a person's membership record may be needed.

Administrative Actions (Name Removal)

Most name removal documents are not translated. When translation is required, it occurs after the records are submitted to Church headquarters. Translation is required when local priesthood leaders later request the records (because the person seeks readmission into the Church) and:

☐ The current leaders cannot read the language in which the documents were completed; or

☐ The documents contain evidence of serious transgression.

Applications to the First Presidency

Non-English application documents are translated before they are reviewed by the Area President.

☐ Currently, these documents are translated at Church headquarters and returned to the administration office. They should be translated only by authorized translators.

☐ If the employee who processes applications does not have access to a translation manager, he or she submits a request directly to the Translation Division.

Formatting Requirement

Those who translate confidential records should:

☐ Use the electronic version of the appropriate form.

☐ Start each document on a new page.

Translation Request Review Process

While it is expected that the quality for Translation Requests be comparable to any job-ticketed project, it is understood that because of the quick turnaround time for translation requests, following the process of translation, content review, language review and proofreading, by four different people, may not be possible. It is required, however, that one to three people other than the translator go over the project to ensure quality before submitting it back to the client.

Deadlines, Due Dates, and Extensions

Translations should be returned to the language or multi-language supervisor according to the arrangements that have been made.

It is extremely important that if a translator feels an assignment cannot be done as scheduled, he or she should immediately contact the language or multi-language supervisor to arrange for additional time or to have the project reassigned to another translator.

All requests to extend due dates on HQ-generated projects should be submitted via e-mail to TRL-Request@ldschurch.org, so that there is a clear, written record of the request and any approval or denial by the language or multi-language supervisor and requestor. Follow local policies for any Translation Requests generated away from HQ that need more time. When making a request, please provide a new proposed due date and time.

Turnaround Time

Turnaround times for Translation Requests, (from the time the Translation Division receives a job until it has been returned completed to the requestor), regardless of whether or not the TR originates in the USA or as an Area Request in country, is outlined as follows:

For letters with signatures of the First Presidency, Quorum of the Twelve, members of the Presidency of the Seventy, or Auxiliary Presidents	3 pages or less	RUSH—24-hour turnaround (1 day)
For other General Authorities	3 pages or less	24 working hours (3 days)
For General Authorities	4–20 pages	Up to 40 working hours (5 days)
For others	3 pages or less	Up to 40 working hours (5 days) as resources permit
For others	4–20 pages	Up to 80 working hours (10 days) as resources permit

Schedule

2 days	Prepare and send job tickets
2 days	Translation (some additional time may be needed for phase 2 languages and for attachments)
6 days	Formatting, print, and distribution
10 days	Total

Files Received from the Area (Locally-developed materials)

Church departments in an area occasionally need to develop materials that will be used only in that area. For example, an Area Presidency may wish to develop some area-specific training materials for local Church leaders. Items requiring Correlation approval should be sent to the Correlation Department. If an item is approved, a project will be set up for translation. Other locally-developed materials should be approved by the Area Presidency and may be authorized for translation on a Translation Request. Turn-around time for Area Requested translations follows the same schedule.

SECTION 7—Approved Project Planning Tools

Principle

"Those who fail to plan, plan to fail." (Author unknown). Projects must be planned and scheduled before work begins and tracked throughout the process. Project planning is critical to organization and the best utilization of resources, reduction of stress, improved and consistent quality in time, product, and client experience.

Proper Prior Planning Prevents Poor Performance.

Clarity, WorldServer, and Credenza

Clarity is the tool used by Church headquarters, area translation managers, language supervisors and translators, to find, organize, plan and do their work. Most job ticket and translation requests will be received and submitted through Clarity. Detailed instructions on how to use Clarity is found in the Clarity Knowledge Store.

WorldServer is a tool used to convert XML or other file formats into an idz file.

Credenza is a tool used to convert an idz file into a Microsoft Word document where the translators and reviewers will normally do their work.

Language supervisors will receive files which will need to be converted. Once converted, the translator and reviewers will be able to do their work. Once their work is complete, the MS Word document is sent back the Church HQ via Credenza.

☐ Each day the language or multi-language supervisor:

- Clicks on the Reports and Jobs view to check the status of current jobs in the system.

- Goes into Supervisor Views, under Translation Management to schedule new work or update what is currently being done.

- Makes sure that the translator and reviewers all have the appropriate documentation (i.e., purchase order, translations, other material needed to complete the job properly,) and all essential documents from Translation Services.

Plans, schedules, and logs all steps in the translation and review process, according to the Job Ticket (JT) or Translation Request (TR) requirements, into Clarity, for all work. He should not accept any job that has not been job ticketed or has a TR without specific authorization from the Translation Division at Church headquarters or Area approval. Most jobs will be in an idz format which will need to be converted to an MS Word file through Credenza. When the job is complete, the MS Word file will be resubmitted through Credenza back to Church Headquarters.

Does a supervisor check by checking that the translation is complete; the terminology has been translated correctly and consistently; key doctrine and policy are translated correctly; a minimum of 5% of passages, chosen at random, must be translated correctly, and the translation must be submitted on time according to the job ticket instructions.

- Should update the status of projects and assignments in Clarity immediately. If a completion date needs to be changed, the language or multi-language supervisor should request a postponement, and receive permission, before the project becomes late. They should also document why the adjustments were made to the notes section of the Clarity job.

As of this revision, there are no more A, B, or C priorities. All changes to due dates now require permission from CHQ. This is done as follows:

Requesting permission to change project due dates:

This requires contacting the Translation Division at Church headquarters. The area contacts the Translation Project Office to ask for a postponement with an agreed-upon new due date. The international project manager contacts the originating department to obtain approval for the postponement. If the postponement is approved, the language or multi-language supervisor is notified and the due date will be changed in the tracking system. *If the postponement is denied, the area office is obligated to find resources to fulfill the request.*

☐ The language or multi-language supervisor must document adjustments to the target date in the notes section of Clarity. The following is an example of correct documentation: "3/12/06 date due to production changed from 6/15/06 to 9/10/06 because reviewer was injured in automobile accident and cannot continue the work for about two months."

☐ The area translation manager and the language or multi-language supervisor should ensure that all projects are completed on schedule by using the standard reports from Clarity.

☐ When a project is ready for production, the language or multi-language supervisor should complete the task in Clarity; send the file back through Credenza or save the translation in the Final folder in the Document Store depending on the instructions on the job ticket.

☐ After translations have been submit to production, the language or multi-language supervisor will receive a typeset proof, web page, computer screen, DVD, or other format to do a final proof (post production review or post translation review if a localization project.) These will be saved in the Production Proof folder in Clarity. These proof cycles are tracked in Clarity.

☐ It is important to have a plan, to know the workload, to notify Translation at Church headquarters when any dates have changed, and to follow the process as outlined.

> *Exceptions Note: From time to time there are extra steps that must be done before a project can be sent to production. These extra steps may require reviews by General Authorities, priesthood leaders, or the originating organization. These must be tracked and followed up on.*

> *When schedule changes are made, be sensitive of the need to communicate with the client.*

Approved Support Tools

The translator is responsible to gather and maintain all approved translation support tools provided by the language or multi-language supervisor. These tools may include:

o Translation guide

o Word lists - There are many types of word lists:

- Key words which come from the scriptures and are approved by the First Presidency and Quorum of the Twelve. This will be discussed in great detail below.

- Word lists that come from the Areas which are updated as the languages evolve over time.

- Word lists come from clients, translation memory, or glossaries.

- Other "word lists" are helps that are put into documents prepared by the Translation Preparation team. When the wordlist or redline list was initially created, there were three different requirements for being included on the redline list:

  1. Key term list

  2. Problematic terms (difficult terms for which it would be helpful to have a standard translation.)

  3. Frequently used terms (joy, peace, etc.)

All of these different types of wordlists are great tools to use but it is critical to make a distinction between the Key Word and Phrase lists, explained below, and other types of wordlists used to help in translation.

☐ Glossaries

☐ Dictionaries

☐ English sample (video tapes, CD, DVD, pdf, etc.)

☐ Clarity

☐ Credenza

☐ PeopleSoft PO Lite

  o PO Lite is found in the Language Supervisor View and used to issue an purchase order at the same time the job is being assigned.

☐ TAT

  o Translation Assistance Tools - program developed and used in the Europe Area

☐ TPC

  o Translation Processing Center - server software, TM - developed and used in Europe East Area.

☐ Translation memory tools (Trados, Wordfast)

☐ Spell checkers

☐ WorldServer

☐ Adobe Acrobat for editing and making changes to typeset proofs.

Before translators and reviewers begin translation work, the language supervisor makes sure they have these tools and trains them how to use them.

Translators should begin translation only when they have received a Job Ticket or TR and have at least the current word list and the electronic versified file with word list enhancements and annotated translation guides.

Key Word and Phrase Lists

The published scriptures are the source for approved terminology in a language. Published nonscripture items establish approved terminology for terms not found in the scriptures. A list of key doctrinal and administrative terms has been approved by the First Presidency and Quorum of the Twelve. These are terms that must be translated consistently in all nonscripture items. *The translations of these key terms may not be changed without approval from the appropriate presiding councils at Church headquarters.*

☐ Key terms are included on other word and phrase lists produced by the Translation Division. These lists are used to maintain accuracy and consistency in translating important gospel and Church-related words and phrases. During the translation of any project, translators may add to the word and phrase list for their language but not the Key Word list. After the translation of the Introductory Phase materials, nonscripture and scripture translators use the word list during Phase 1 to ensure consistency in terminology.

☐ The language or multi-language supervisor is responsible for making final decisions on terminology used in translations, for maintaining word and phrase lists, and for resolving any differences or questions that may arise, following Translation Division policy.

☐ There are times when key words may need to be changed for a revision or reprint. Before any changes can be made, a Correlation Request Form needs to be filled out and sent to Correlation. The translations of these key terms may not be changed without approval from the appropriate presiding councils at Church headquarters. No Job Ticket will be issued, nor approval given to proceed with any changes, until this has happened. In some cases, the area translation manager may be asked by the area to take the lead in filling out and submitting the Correlation Request Form and working with the area controller on obtaining budget.

☐ The Translation Division maintains an index of familiar statements by General Authorities and others in the Church (such as "lengthen your stride"). These statements should be translated the same way each time they are used. When these statements are quoted in materials to be translated, they are marked and included in the pre-translation annotations. The quotation index provides the source citations for other talks or publications in which the statement was quoted so that the translator can look it up and see how it was translated previously.

☐ Translation memory is also a great tool for finding previously translated text.

SECTION 8—Submitting Completed Projects to Production

What Is Project Coordination?

Internet and Project Coordination in the Curriculum Department plans, schedules, and coordinates production of all job ticketed items.

☐ The production schedule is planned and communicated through a Job Ticket.

☐ When a project is ready for production, the language or multi-language supervisor should mark it complete in Clarity and either use Credenza to send the file back, or make sure the files are in the correct Clarity folders as required on the job ticket.

☐ As the materials are typeset and reviewed by language offices, all communication should happen directly between the language or multi-language supervisor and the production staff. If there are issues with communication going either way that should be communicated to the International Operations Manager.

☐ The language or multi-language supervisor should complete each production proof in and out of Clarity.

Delivering Translation to Production

The language or multi-language supervisor submits the approved translated document to the appropriate location as indicated on the Job Ticket or Translation Request and logs the project as completed in Clarity.

☐ Translations should be correct in every way. There should be no need for additional corrections to the translation at this stage.

☐ The language or multi-language supervisor ensures that the text follows all input guidelines.

☐ The text should have been input according to the standard inputting instructions and Clarity should be updated to record this step.

☐ The translation should be submitted according to the instructions on the Job Ticket or Translation Request.

☐ The corresponding files should be safely stored so that any linguistic corrections in the proofing cycles can be input into the official unformatted translated database.

Checking Production Proofs

The language or multi-language supervisor has the production proofs checked for completeness and clarity, marks all production errors, logs the proof step in and out of Clarity, and returns the proofs to the appropriate language folder in Clarity or sends it through Credenza to the correct production center.

☐ The language or multi-language supervisor should select and train proof reviewers.

☐ The language or multi-language supervisor should receive proofs from the Clarity Production Proof folder or the appropriate production center according to schedule, along with a Proofing Cycle for Non-English Jobs form.

☐ No matter which type of proofing job, the language or multi-language supervisor should always assign the proofs in Clarity. He may deliver the proof/post translation review, through another medium but he should always track all tasks in Clarity.

☐ The proof reviewer should read the first proofs, make corrections, change the file name, and save according to naming convention guidelines; complete the Proof Reviewer Quality Assurance Checklist, and return the materials to the correct folder in Clarity

☐ The proof reviewer should be a speaker of the target language. He or she should check the first production proofs (after they have been typeset) by doing the following:

☐ Scan the layout for missing or misplaced text, insertion of page numbers (on the contents and index pages), hyphenation, type style, and visuals and captions. It may be necessary to refer to the original translated text or to an English printed or .pdf copy.

☐ Depending on the quality of the typesetting service, read some words or do another complete proofreading.

☐ Compare the titles in the table of contents with the titles in the text.

☐ Mark any corrections using the approved commenting guidelines.

☐ Do not make editorial changes at this point because they are expensive.

☐ *During the second production proof*, the proof reviewer should:

☐ Ensure that the corrections marked in the previous proofs have been made correctly.

☐ Check carefully the entire page on which any correction was made to ensure that no new errors were introduced.

☐ Check the page before and after each page on which a correction was made to ensure that text was not moved to or from an adjacent page.

☐ Check the order of the text from page to page, column to column, and break to break.

☐ Check hyphenation, especially if an article or a paragraph has been reset.

☐ Check all headlines, captions, and quotes.

☐ Ensure that the page numbers are printed, in the right order, and found in the table of contents or index.

☐ If any changes are made to the text during a proof cycle, the language or multi-language supervisor should ensure that the same changes are made in the official unformatted translated database.

☐ The language or multi-language supervisor should complete the proof task in Clarity.

☐ The language or multi-language supervisor should save the proofs to the appropriate folder in Clarity or send to the address on the job ticket.

☐ The production center makes the suggested corrections and creates another proof if requested by the language or multi-language supervisor.

☐ The quality of the original translation should be such that no more than <u>two proofs</u> are required.

☐ As noted above, some Letters and Notices may have a slightly different workflow that requires them to not only upload the annotated pdf, but also resubmit the corrected IDZ file. This may happen with other projects if extensive changes have been made.

Indexing

When submitting an index, the following procedure should be followed:

1st proof

- The index is included but page numbers are not yet corrected

1st proof translation review

- The translator corrects the index information in the IDZ file and resubmits

2nd proof

- The new and updated index is included and should have correct page numbers

2nd proof translation review

- If there are corrections to the index, ALL should be made by annotation in the pdf (no new IDZ file is submitted.)

Any additional corrections are also ALL made by annotation in the pdf until the job is approved.

Printing the Document

The appropriate printing center prints the translated materials and delivers printed sample copies to the language or multi-language supervisor. Three samples are required for each office where the language was done. If the translation office in the area requests it, they can archive these materials electronically.

☐ The document is printed only after the language or multi-language supervisor has given approval to the appropriate production center.

☐ The printing center receives printing approval from the appropriate production center.

☐ The printing center should print the text.

☐ After printing, the Materials Management Department or manager of area materials management should forward a printed sample to the language or multi-language supervisor.

Production of Non-Print Items

Audiovisual

Audiovisual materials include pictures, film, audiotapes, videocassettes, CDs, DVDs, e-Learning files, Kiosk content, and so on. In the case of recorded materials, the English text and a CD or DVD of the spoken English are provided for translation. The area or language translation office is responsible for the translation of these materials, following the special instructions on the Job Ticket. The language or multi-language supervisor also recommends people to provide language talent for recording. The Audiovisual Department is responsible for producing the material after it has been translated and makes the final decisions on where and how it is produced. The Translation Division or the language or multi-language supervisor assists the Audiovisual Department in deciding which language talent to use for the recording. The language or multi-language supervisor or someone designated and trained by the supervisor will act as the language coach during the recording to ensure high quality of the language.

Language Coach

The language coach is assigned by the Translation Division and is their representative. He or she must:

☐ Attend all recording sessions.

☐ Review the translated script prior to the recording session to ensure it is meaningful, the timing is correct, and that he or she is knowledgeable about all aspects of the production.

☐ Understand that his or her main responsibility is for the script.

☐ Bring to the attention of the producer any language usage or other aspect of what is spoken by the talent that negatively impacts the message.

☐ Approve any necessary changes to the script during the recording process.

☐ Make notation of those changes so that at the conclusion of the production, the script matches the finished product.

☐ Verify the translation of visual text on screen during the video process.

☐ Certify that after editing and mixing, the final product is the same as the script.

☐ Act as interpreter in areas of the world where the audiovisual producer does not speak the language in which the product is being produced. This is to ensure that the needs of the Church are being met and the intended message of the product is being clearly communicated. (Refer to Translation Division Policies and Procedures N-17.)

SECTION 9—Translation Archives, Libraries, and Language Histories

Archiving the Final Copy

The language or multi-language supervisor preserves the final unformatted database of all translated documents. This database is known as the <u>official unformatted translated database</u>. The language or multi-language supervisor also files a printed copy, .pdf, DVD, or other format of the final language version in a central filing system. The files should have and FN in their file name to show that it is the Final translation submitted.

☐ All corrections made during the production proof cycles should be entered into the official unformatted translated database.

☐ The language or multi-language supervisor should store the official unformatted translated database in a secure environment.

☐ Language supervisors may order samples of translated printed items from their local Distribution Center. Samples are to be only of printed translated items in the language supervised. A maximum of three, if needed, of any one item may be ordered. <u>Distribution will charge your translation operating budget account 5512 "Library Acquisitions."</u>

Maintaining a Library of All Projects

The language or multi-language supervisor maintains a library of all projects that have been translated and published or otherwise produced.

☐ He or she keeps an electronic copy as mentioned above in "Archiving the Final Copy."

☐ He or she keeps track of all the materials on file and in the library.

☐ The library should also contain useful reference materials, such as dictionaries, grammar books, glossaries, translation training materials, and other resources the language or multi-language supervisor feels are necessary for the translators to use.

☐ The library can be electronic.

Recording the Language History

The language or multi-language supervisor maintains a history of nonscripture translation activity in each language. The type and amount of information in the language history should be such that translation work may be activated or continued with minimal research if the language or multi-language supervisor is no longer available, the language has been reassigned to another supervisor, or work in the language is reactivated.

☐ The language or multi-language supervisor should update the language history quarterly, or as needed, and should include recommendations as well as the following required data.

- Chronological summary and historical narratives: Write a chronological summary of the key events in each language from the initial request to the final publication of each item through Phase 2. Phase 3 supervisors should write a chronological summary of the key events in their language. The entries should include a date and a one- or two-line explanation of the event.

- Personnel: List all individuals who have participated in key assignments in the languages. Include personal biographical data and other pertinent information (how to contact, work habits, and so forth).

- Trip reports: File reports for each trip made to the language area chronologically. If there are other comments, file them behind the trip report of the same date.

- Correspondence: Place important letters, memos, and other correspondence chronologically in the language history.

- Printed reports from Clarity: Place copies of year-end reports that show how much work was done by the office and of details showing what work was done by each translator.

- Monthly stewardship reports: It is very important to include these reports in the annual history. They will show the problems that were overcome and identify the challenges and areas where improvement is needed.

SECTION 10—Budget, Finance, and Contracts

The Translation Division defines policy for and plays an active role in the budgeting, appropriation, and expenditure of area translation project funding. Area offices have an operational role regarding the finances of translation projects.

Budget Cycles

The Church has established budget cycles. Departments and areas normally make budget requests once each year. Consult the department or area controller for specific information on when and how to make budget requests.

Operating Budgets

The operating budget is used for the following purposes:

- [ ] The administration and operational costs of running a translation office, including salaries and benefits for full-time employees.

- [ ] Translation of a very limited number of materials in Phase 3 languages, such as Translation Request items. This budget is for fees paid to independent contractors. However, translation of Introductory Phase, Phase 1, Phase 2, or Phase 3 language projects are budgeted and paid for from project budgets instead of operating budgets.

    When a language is approved for Phase 3, a New and Expanded Program Request form should be submitted through the department or the area controller to create the basic operating budget for the language. The Translation Division management and the controller review this request before it is submitted to the Budget Office.

    Area translation managers review transactions in the operating budget to ensure that they follow established financial policies and procedures.

Project Budgets

Translation projects on the Non-English Approved List in all phases are funded through a project budget each year. When a language is approved for any phase, the manager estimates the total cost of completing the translation of all items approved for that phase. This estimate is based on the total number of typing-guide pages (TGPs) projected to be translated in the upcoming year, multiplied by the cost per TGP in the country where the translation will be done. Funding is requested using the AC21 form. Contact the budget analyst to obtain the most current form. As part of the budget entry, a Project ID will have to be created for each item that is to be worked on. Typically, a Project ID will include three letters that identify the area office and the item number.

Once per year, according to the Church budget cycle, the area translation manager works with the area controller to forecast cash flow for translation projects. These forecasts are included on Schedule I of the area budget request.

The director for temporal affairs, Translation Division management, and area controller review project requests before they are submitted to the Budget Office. The area translation manager should send a copy of the request and supporting documentation to the Translation Division's finance manager as part of the submission process.

Over and Short Account

When working with projects, an over and short account should be created. As part of the project closing process, any unused appropriated funds should be transferred to this account. Then, as other projects need funding, a request can be made to transfer appropriated funds to the new project from the over and short account. This request is made on the AC21 document and approved by the area controller and director for temporal affairs. The area controller will work with the budget analyst to prepare the necessary BRASS entries.

Using Contractors for Translation and Review

The use and management of contractors is a key to handling fluctuating translation workloads in language offices while maintaining quality and timeliness. It is critical to develop and maintain successful relationships with contractors. By successfully leveraging the talent of an extensive and varied pool of contractors, a language office can handle the ups and downs of workload and also handle a variety of special subjects, such as medical, legal, scientific, military, or political content.

It is important that each language or multi-language supervisor take time to monitor his or her contractor network. Even if there are already enough qualified contractors, new resources should continually be sought. Contractors may move, change professions, or, for some other reason, stop working as contractors. By doing ongoing maintenance, testing, and selection of new contractors, a supervisor will be prepared.

It is also important that contractors feel a part of the language team. Their input and suggestions should be considered. They should be given feedback on their work and be paid promptly. They should feel appreciated for the work they do. The supervisor should meet with them personally on at least a semiannual basis to provide training and to resolve any issues.

Contractors

Contractors should meet the qualifications stated in this document, such as having worthiness clearance from priesthood leaders, proper skills, and willingness to follow the guidance and direction of the language or multi-language supervisor. They should also agree to meet the deadlines required for publication schedules. Keys to successful contractor usage are:

☐ Avoid employee relationships.

☐ Avoid unknown, long-term impacts, such as retirement benefits.

☐ Provide area translation managers the resources needed to complete all assigned projects on time.

☐ Contractors are required to:

- Pay their own taxes and social benefits.

- Control the means and methods of accomplishing the project.

- Be paid upon completion of the task.

- Provide their own working area (office).

☐ Answers to questions regarding the use of contractors can be found in:

- International Legal Operating Guidelines (26 April 2004)

- InfoGuide

☐ If additional information is needed, questions can be directed to:

- Local legal counsel in the area office.

- Freelancer or independent contractor of the service provider agency.

- International Legal Council at Church headquarters.

Preparing the Contract

With the help of the language or multi-language supervisor, Church Headquarters (IRI) establishes work contracts for all independent contractors and freelance translators and reviewers. All work done must be supported by a documented contract or agreement, which can be signed only by the independent contractor or freelancer (contract translator or translator hired through a staffing service provider) and an authorized representative of the legal Church entity. Terms, dates, and conditions may be modified only with an authorized replacement contract. A current standard contract (general agreement) from the appropriate Church entity must be used for all translation and review contracts. Area human resource policies regarding the hiring of independent contractors and freelancers (contractors hired through a staffing service provider) must be followed.

☐ The language or multi-language supervisor should consult with local human resource personnel to ensure that local hiring policies and laws are understood and followed.

☐ The language or multi-language supervisor should prepare the purchase order using PeopleSoft Lite, in Clarity, during the planning stage of a job assignment. If PeopleSoft Lite is not being used then this needs to be done by hand. By accepting the assignment, the translator or reviewer agrees to accept the conditions of the agreement.

☐ An authorized Church legal representative should sign all contracts after the contractors have signed and returned them. The language or multi-language supervisor should then ensure that a copy is returned to the independent contractor or freelancer. A copy of the contract should also be sent to the Translation Division controller, in Salt Lake City. He will retain a copy and forward another copy to the Intellectual Property Office.

☐ Uniform contract rates in each country should be used but payments can be adjusted to pay translators different amounts depending on their experience. As PeopleSoft PO Lite is released around the world, payments will be made in US dollars, paid directly to a bank, ATM or by other approved methods. Any other arrangement needs to be approved by the Translation Division and IRI.

☐ If a contract is breached, a standard penalty clause should be invoked.

Contract Rates for Paid Workers

It is the Church's intent to be fair with people who contract to do translation work. At the same time, sacrifice and consecration contribute to the spirit that is essential in performing translation work. Therefore, Church translation rates need not always be competitive, but they should be set with sensitivity to the employment market. If an independent contractor or freelancer's circumstances require financial remuneration beyond what the Church offers, the translator should pursue other alternatives that will better meet those needs. An independent contractor or freelancer should normally not have more than one Church contract at a time.

The current rate table is found and updated in Clarity. If possible, the language or multi-language supervisor should recommend one standard contract rate for nonscripture translation in a country. But language offices may establish multiple contract rates for the country for various levels of experience. If a translator's proficiency is not of the best quality, then a lower translation rate should be paid until the proficiency and quality justify payment of the standard rate. Rates should reflect the difficulty of materials being translated.

If pay scales from Human Resource are established in a country, the nonscripture translation contract rate per page is not greater than the hourly rate for the "third quartile of level 13." Where such a pay scale does not exist, rates are determined by Church translation philosophy, policy, and current labor market conditions. Other helpful information includes professional translation rates, sample salaries of professional positions (secondary school teachers and college professors), the general economy of the country, and the general standard of living.

☐ Because rates relate both to the economy of a country and to the dedication and commitment of translation workers, the rate table is established in agreement with Church HQ, and the country human resource department, regardless of the language.

☐ The translation rate table is updated at least quarterly (more often as needed) to remain sensitive to the economy and employment market.

☐ Because of the relationship between scripture and nonscripture contract rates, all proposed rates or rate changes are sent to the Translation Division at Church headquarters for review. The language or multi-language supervisor should submit recommendations for contract rates through his or her area manager.

☐ Rates of payment should be based on the electronically calculated English typing-guide page (TGP) shown on the Job Ticket.

☐ If the English TGP is not available, the electronically calculated target language TGP may be used.

☐ If a manual TGP count is required, the English text should be used. TGP figures are calculated manually by counting the total number of characters and spaces in the document and dividing by 1,750. (For translation purposes, one TGP contains approximately 286 English words and is approximately one double-spaced, 8-1/2" x 11" page with 1" margins.)

☐ Because of the complexity of the work performed, translators normally should be paid comparatively more for the effort expended than reviewers and proofreaders. The rate established for translation should be used as a base to calculate review and proofreading rates.

☐ The Translation Division Managers Council should consult with the areas on any problems the rates may create with scriptures translation.

Volunteer Workers

Qualified translators, reviewers, and interpreters who wish to volunteer their services to the Church should be encouraged to do so. Those who volunteer manifest a commitment that contributes to the spirit required for Church translation work. Volunteers should meet the qualifications stated in this document, including the worthiness clearance from priesthood leaders, proper skills, and willingness to follow the guidance and direction of the language or multi-language supervisor. They should also agree to meet the deadlines required for publication schedules. Volunteer workers may ask their priesthood leaders for a blessing to assist them in their translation and interpretation work.

Translation Ratios

Activity	Ratio	Pay Rate
Translation	1:1	100% of translation rate
Content Review	3:1	33% of translation rate
Language Review	5:1	20% of translation rate
Proofreading	10:1	10% of translation rate
First Proof of Production Copy (Slix) First Post Translation Review	15:1	15% of translation rate
Second Proof of Production Copy (Slix) Second Post Translation Review	25:1	4% of translation rate
Final proof of Production Copy (Slix) Third Post Translation Review	100:1	1% of translation rate
Initial inputting (not done by translator)	10:1	10% of translation rate
Inputting corrections following review	15:1	7% of translation rate

Revisions
 	
    First Review
 	
    Second Review
 	
    Proofreading
 	
    Total
	
	1:3
	
	1:5
	
	1:10
	
	Add total TGP
		Example:
		
		Suppose there is a 100 TGP translation but TSS estimated the revisions to be only 6 TGP of <u>new materials</u>. The breakdown would be as follows:
		
		Translation of new material—6 TGP
		
		First Review (1 to 3)—if the reviewer reviewed the entire translation—then 33 TGP
		
		Second Review (1 to 5)—if the reviewer reviewed the entire translation again—then 20 TGP
		
		Proofreading (1 to 10)—if the proofreader read the entire translation—then 10 TGP
		
		If everyone did their job, then the total credit would be 69 TGP (6+33+20+10)

Translation Categories	% of Difficulty Increase	Pay Rate
Magazines, manuals	1.0	100% of translation rate.
Language coach, in Utah		$35 per hour. After recording and editing, $30.00 per hour.
Language coach, outside of Utah but in the US		$15.00 per hour actual travel time from home to hotel. $35.00 per hour coaching time in studio. $200 per day.
Language coach, outside of the United States	3.0	1.0 per hour for time in studio. Cost of airfare, transportation, and hotel.
Localization with context	1.4	1.4 x translation rate
Localization with no context	1.5	1.5 x translation rate
Audiovisual (with time constraint)	1.5	1.5 x translation rate
Technical (legal, medical, construction)	1.5	1.5 x translation rate
Romanization	0.8	0.8 x translation rate
Scriptures	1.6	1.6 x translation rate
Audiovisual (lip-synchronization)	5.0	3.0 x translation rate
Music 1 TGP per hymn	8.0	8.0 x translation rate for translation of music text (hymns and children's songs). If text only, use the normal translation rate.
Transcription, closed captions, which is, from language voice to language document file. Categories are: *Standard—* Training, seminars, meetings, interviews and Church films *Technical—*Training, legal, interviews	 1.0 1.5	This is paid at .06 x of the standard translation rate. Per minute of the voice file A 60-minute recording has a ceiling of $120.00 (for standard type jobs) depending on the quality of the tape, video, CD, or DVD.

*Note: **Enter Language Office and Language Supervisor** tasks, if done by a contract language supervisor (CLS), are normally done on an hourly rate. The Area Translation Manager would submit a monthly or bi-monthly Translation Request. The CLS should report the hours that he/she spent performing these administrative tasks in Clarity using the "Other" task. When you add the "Other" task, you can indicate it is for administrative tasks in the "Notes" box. Then the CLS can refer to this TR number and in the invoice list the detail of the administrative tasks that were performed.*

TGP Count Instructions

TGP stands for Typing Guide Page, and is a generic value chosen to represent the average amount of text on one page of typed, double-spaced work. In order to get an accurate TGP count for a project, you will need to be using Microsoft Word, version 2000 or later.

Also note TGP is ALWAYS calculated based on the English text of a project, whether the English is the source or target language.

1. Open the document in Microsoft Word.

2. Go to Tools, and under that menu select Word Count.

3. There are several numbers that will be calculated, write down the number under "Characters (with spaces)".

4. For a straight text document take the number of characters and divide by 1750. Then round that number up to the nearest tenth. For example:

   - Characters (with spaces) = 12,810
   - Divide by 1750 = 7.32
   - Round to **7.4 TGP**

   For projects between 1 and 580 characters round up to .5 TGP.

   For projects between 580 and 1750 characters round up to 1.0 TGP.

5. For music always count 1.0 TGP no matter how many characters or verses there are in the hymn or song. (Note: when paying the translator always pay them eight times the normal rate for translation.)

6. When Translation Memory (TM) is used, and there is an "ice match" or other matches, then that amount of text (TGP) will be reduced from the translation. Depending on the project, some jobs may still be given the full TGP count for reviewing the project.

Completion of Work (Certification)

The language or multi-language supervisor who supervises the translation project decides when the work under the contract is complete. The completed work should comply with all conditions of the contract in form, acceptability, and timeliness.

Penalties and Bonuses

If the work submitted under a contract does not comply with the contract terms in some way, the translation supervisor or manager applies the penalty specified in the contract for that particular deficiency. No bonuses are to be paid.

Invoices and Payments

When the contractor submits the final work, he should also submit an invoice for payment. This invoice should contain the following information:

1. The name and address of the contractor

2. A precise description of the work completed (i.e., item number, language, TGP count, task performed: translation, content review, etc.) under this contract

3. The contract payment amount due

4. Invoice number

5. Any tax identification information or other information legally required in the country

The language or multi-language supervisor logs the completed translation into Clarity, which he or she is responsible for maintaining.

When the language or multi-language supervisor or manager approves the work submitted and the invoice, he or she forwards the invoice to the Translation Division for payment.

Payments should be made through approved finance channels to the individual contractor or freelancer in accordance with his or her written instructions or invoice. Cash working funds should not be used. Contracts, invoices, and requests for payment should be filed in a central location.

SECTION 11—Quality Assurance

All translations must be true to the source text and doctrinally accurate, without losing the meaning of the source text. In order to ensure quality, the following review steps should be followed.

Translator

The translator reads the English text and uses approved tools to understand the original meaning. The translator correctly transfers the meaning to the target language and requests that the language or multi-language supervisor update the approved word list to ensure a quality translation from the beginning of the process.

The translator should:

☐ Seek the guidance of the Spirit.

☐ Follow the training received from the language or multi-language supervisor.

☐ Work in an environment that is conducive to producing quality results.

☐ Keep scheduled dates for completing the translation.

☐ Be assessed a financial penalty for late work if he or she is under contract.

☐ Be replaced if he or she does not hold to the contract or employment agreement.

☐ Work in a *quiet place* and *begin each translation session with a prayer* to invite the Spirit to help in understanding the materials to be translated.

☐ Evaluate the nature of the assignment.

☐ Consider the audience of the translation.

☐ Check pertinent policies and training materials, gather support tools (adapted copy, word list, glossary), and examine special instructions.

☐ Reference the translation guide.

☐ Read the entire document or a significant portion of the entire document.

☐ Make sure that he or she fully understands the exact meaning of the passage before writing the translation of a passage.

☐ Consider the passage in terms of complete thoughts and make sure he or she understands the meaning of each word and phrase within a complete thought as well as the complete thought.

☐ Not assume that he or she understands the meaning of a word, phrase, or complete thought when in doubt.

☐ Take time to consult translation notes, word list, and glossary.

☐ Be sure to understand the doctrine or policies of a passage completely.

☐ Remember that the translation will be no better than the understanding of the source text.

☐ Mark special words (i.e., titles of publications), difficult words, difficult constructions, and so forth.

☐ Choose words and phrases in the language whose meanings are as close to the English original as possible.

☐ Use one of the following strategies in deciding how to translate a word or phrase (listed in order of preference):

- Consult the word list to see if the word or phrase has already been translated.

- Check the language in the Book of Mormon, Doctrine and Covenants, Pearl of Great Price, Bible, and other translated nonscripture materials (if available) for occurrences of the word or phrase. (Check the translation notes for possible cross-references.)

- Use dictionaries and other resources to find the word or phrase.

- Consult other target language speakers for ideas on how to translate the word or phrase.

- Use a phrase to define the word.

- Coin a word if the language will allow it.

- Borrow a word or phrase from a related language that conveys the meaning of the English word or phrase and is understood by the target audience.

- Consider using the English word or phrase and modifying it so that target language speakers will be able to read, pronounce, and understand it. (This choice is the least desirable and should be used only when other options have failed.)

- Remember that no two words or phrases in different languages have exactly the same meaning. Select the closest possible equivalent.

- Use the translated title of a cited book as the source. If the translator does not use the current translation from the book because it is a bad translation, he or she must use the English title of the book as the source.

- Decide how to write ancient and modern names that occur in nonscripture materials. He or she should:

- Consult the word list to see if the name has already been translated.

- Check the language in the Book of Mormon, Doctrine and Covenants, Pearl of Great Price, Bible, and other translated nonscripture materials (if available) for occurrences of the name. (Check the translation notes for possible cross-references.)

- Write scriptural names or place names that appear in the standard works or other translated nonscripture materials exactly as they appear in those resources.

94

- Write scriptural names or place names that do not appear in the standard works or other translated nonscripture materials as they would appear if they were in the scriptures. Spell them so that monolingual speakers of the target language can read and pronounce them.

- Use the following instructions for translating modern names and place names (after 1800):

  o If the language uses the Roman alphabet, write modern names and place names as they are written in the source language unless the person is so well known that his or her name has been translated into the target language. In that case, use the translated name.

  o If the language uses a modified or non-Roman alphabet, transliterate the name according to the rules of the language, giving priority to the pronunciation of the name.

☐ Update the word list and keep notes on all difficult words and phrases so he or she can later consult the supervisor to confirm that the translation is accurate.

☐ Consult with the supervisor to help with understanding, if necessary.

☐ Mentally confirm that the translation is correct.

☐ Physically transfer the translation. He or she should:

☐ Save the translation, using approved software and format. Or, if the translator is working manually, he or she should write the translation on worksheets.

☐ Transfer italics, bolded letters, underlines, and other markings that occur in the English original to the translation.

☐ Versify throughout the translation.

☐ Ensure that references are copied correctly.

☐ Recommend word list changes to the supervisor.

☐ Read the translation again to ensure that it is true to the source text; doctrinally, grammatically, and editorially correct; and in agreement with the approved word list. (He or she should use another medium, if possible [e.g., the hard copy].)

☐ Make necessary corrections. He or she should:

- Input corrections, if working on a computer.

- Use approved editing marks written in red pen, if working manually.

☐ Maintain a prayerful and grateful attitude throughout the translation session.

☐ Deliver the finished translation in an electronic format to the reviewer or supervisor according to instructions.

Translator Quality Assurance Checklist

Item: _____ Date: _____

Translator: _____ Language: _____

> Please answer the following questions after you have completed the translation of the assigned item. Return this form to your supervisor with the translated item.
>
> Remember that your translation must be:
>
> 1. Faithful to the source text
> 2. Doctrinally accurate
> 3. As literal as possible without losing the meaning of the source text

COMPLETENESS

I have compared the target text to the source text to ensure that they have the same content: (Check each)

1. Title	☐	9. Paragraph headings	☐
2. Title page information	☐	10. Paragraphs	☐
3. Copyright information	☐	11. Sentences	☐
4. English publication notice	☐	12. Scripture references	☐
5. Table of contents	☐	13. Picture credits	☐
6. Introduction	☐	14. Picture captions	☐
7. Chapter headings	☐	15. Music	☐
8. Section headings	☐	16. Index	☐

CORRECTNESS

I have checked for correctness: (Check each)

1. The names and titles of authorities   ☐
2. The names of other people   ☐
3. Place names (translations or transliteration)   ☐
4. Dates   ☐
5. Page numbers mentioned   ☐

CONSISTENCY

I have compared the table of contents and the text to ensure that these items are consistent: (Check each)

1. Chapter titles   ☐
2. Subtitles   ☐
3. Headings   ☐
4. Subheadings   ☐

I have compared the key words with the OFFICIAL TERMINOLOGY LIST to ensure they are correctly spelled and have checked to see that phrases which occur repeatedly through the text have been translated the same way in the same context each time.

☐ Yes   ☐ No

I certify that the translation is true to the source text, doctrinally accurate, and as literal as possible without losing the meaning of the source text, according to the criteria listed above.

Content Review

The content reviewer:

☐ Reviews the translation for content.

☐ Compares the translation to the English original and checks the translation for meaning, consistency, completeness, literalness, and accuracy.

☐ Certifies that the quality of the corrected translation is no longer deficient in any way.

☐ Is not specifically required to check spelling and language usage; however, he or she should correct any obvious errors.

☐ Should:

- Read a passage of the target language text.

- Read the same passage in the source language text.

- Make sure the meaning has been transferred correctly and all doctrine and policies are translated correctly.

- Make sure the translation is complete and that nothing has been added. Remember to check titles and subtitles, copyright information, table of contents, picture captions, and so forth.

- Make sure that important words and phrases that appear more than once are consistent each time.

- Compare the cover title to the title page; the titles in the table of contents to the titles of chapters and hymns; recurring names and phrases to each other; and headings to subheadings.

- Make sure that all scripture references are correct.

- Make sure that the pages are in the proper order and that none are missing.

- Identify suggested corrections either electronically or manually.

- Read reviewed text aloud to a native speaker of the target language, if possible. Make any necessary corrections.

- Not expect the translation to be word for word but ensure that the translation is as literal as possible and has the same meaning as the source text.

Content Reviewer Quality Assurance Checklist

Item: _____   Date: _____

Reviewer: _____   Language: _____

The translation must be true to the source text, doctrinally accurate, and as literal as possible without losing the meaning of the source text. Please answer the following questions after you have completed the content review of the assigned item. Return this form to your supervisor with the reviewed item.

FAITHFULNESS

Yes No

1. [ ] [ ]   Have you read the translation one phrase or sentence at a time and compared it with the source text to see if the doctrine and the original meaning have been accurately communicated in the translation?

2. [ ] [ ]   Have you marked all errors related to doctrine and meaning in the translation, explained the nature of each error, and clearly written recommendations to correct errors, using the approved editing marks?

3. [ ] [ ]   Have you discussed your recommendations with the translator or language or multi-language supervisor?

CONSISTENCY

1. [ ] [ ]   Have you compared the translation of chapter titles, subtitles, headings, and subheadings in the table of contents with their translation inside the text to ensure that they are the same?

2. [ ] [ ]   Have you marked all inconsistencies using the approved editing marks?

3. [ ] [ ]   Have you checked word-list words or phrases which occur repeatedly throughout the text to ensure that they have been translated the same way in the same context each time?

4. [ ] [ ]   Have you marked all inconsistencies using the approved editing marks?

COMPLETENESS

1. [ ] [ ]   Have you checked the translation to ensure that all parts of the source document have been translated or accounted for? The source document may contain some or all of the following parts: title, title page information, copyright information, English publication notice, table of contents, introduction, chapter headings, section headings, paragraph headings, paragraphs, sentences, scripture references, picture credits, and picture captions.

2. [ ] [ ]   Have you noted all missing parts using the approved editing marks?

I certify that the translation is true to the source text, doctrinally accurate, and as literal as possible without losing the meaning of the source text, according to the criteria listed above.

Language Review

The language reviewer:

☐ Checks the translation for correct grammar and style and for naturalness.

☐ Could be the same person as the content reviewer, and perform both reviews simultaneously. This, however, is an exception and must be approved by the area translation manager.

☐ Should be concerned primarily with the correctness and clarity of the translation.

☐ Should read the translation without comparing it to the source text, correcting anything that is hard to understand or is unnatural.

☐ Ensures that:

- The translated words are written in a correct, natural order, following the correct grammar rules in the target language.

- Thoughts are clear and understandable to a native speaker of the target language and are at the appropriate level for the intended audience (i.e., children, adults, and so forth).

- Any punctuation or spelling errors are corrected in the translation.

☐ Should:

- Read a passage of the translation silently.

- Check for words or phrases that are grammatically incorrect or unclear.

- Read the same passage aloud.

- Make additional corrections, if necessary, using the approved editing marks.

- Read the passage aloud once more for clarity and correctness.

- Read the passage aloud to another native speaker of the target language, if possible.

☐ Should not:

- Make corrections that change the basic meaning of the translation.

Language Reviewer Quality Assurance Checklist

Item: _____ Date: _____

Reviewer: _____ Language: _____

The translation must use appropriate language, clear wording, and correct grammar. Answer the following questions after you have completed the language review of the assigned item. Return this form to you supervisor with the translated item.

APPROPRIATE LANGUAGE

Yes No

1. [ ] [ ] Have you read the translation to ensure that appropriate and clear language and proper grammar (including spelling, punctuation, and capitalization) have been used?

2. [ ] [ ] Have you marked inappropriate language, spelling, and punctuation; explained why it was inappropriate; and clearly written a suggestion to correct it using the approved editing marks?

CLARITY

1. [ ] [ ] Have you marked unclear wording, explained why it was unclear, and clearly written a suggestion to make the wording clear using the approved editing marks?

COMPLETENESS

1. [ ] [ ] Have you marked all grammatical mistakes, explained why they were mistakes, and clearly written suggestions to correct them using the approved editing marks?

I certify that the translation is true to the source text, doctrinally accurate, and as literal as possible without losing the meaning of the source text, according to the criteria listed above.

Proof Reader Review—Pre-production

The proofreader:

☐ Ensures that the translation is free from errors in spelling, punctuation, scripture references, and layout before sending the translation back to the language or multi-language supervisor for production.

☐ Certifies that the translated document is grammatically correct as indicated above.

☐ Should:

- Be the translator, in most cases. If not, the translator should consult with the language supervisor and reviewers to determine if the proofreader's corrections are necessary. He or she should then input the corrections.

- Always write clearly and neatly so that a person who does not know the target language can make the corrections.

- Not make changes to the content of the translation without specific approval from the language supervisor.

- Use a computerized program to check the spelling of each word in the translation. If a spell-checking program is not available, the proofreader should check the spelling of each word on each page by reading each sentence backwards from the end of the document to the beginning. (Reading in reverse order helps the proofreader see each word individually instead of in a group.)

- Visually scan each page to check indentation, alignment, spacing, position and style of titles, and completeness of text to ensure that the target language text is an accurate reflection of the English original.

- Make sure each verse or paragraph has been translated.

- Identify the suggested corrections either electronically or manually.

- Read carefully, one word at a time.

- Check for consistency of titles, correct punctuation, accurate scripture references, and proper capitalization.

- Compare the translation to the source language text from time to time.

- Mark any necessary corrections.

☐ Should not:

- Review the translation for meaning or writing style; the proofreader should check for completeness, consistency, and mechanical correctness.

Proof Reader Quality Assurance Checklist – Pre-Production

Item: _____ Date: _____

Language: _____ Proofreader: _____

This checklist is used to proofread translated text files before they are sent to production for typesetting. The translation must be free from errors in spelling, punctuation, references, and layout. Answer the following questions after you have proofread the assigned item. Return this form to your supervisor with the translated item.

Spelling and Punctuation

 □ 1. The translation has been read word for word, checking for correct capitalization, punctuation, and spelling.

 □ 2. All text and names that remain in English are spelled correctly each time they appear.

 □ 3. All quotes have a beginning and ending quote, including single quotes.

 □ 4. All quotes are made correctly.

 □ 5. Ellipses are made consistently, both within the issue and with previous issues.

Scriptures and Other References

 □ 1. Scripture references are in place and accurate.

 □ 2. Scriptures not officially translated in your language are paraphrased, with no quote marks, and the reference contains "see" (for example: See D&C 10:2).

 □ 3. References (such as books) available in your language are translated.

 □ 4. References not available in your language are still included, with the title left in English.

 □ 5. Hymns not available in your language have the title and the hymnbook reference left in English.

Layout

 □ 1. Each layout has been checked for indentation, alignment, spacing, position and style of titles, and completeness

 □ 2. Have you checked to ensure that titles in Table of Contents match titles in the text of the item?

Other (For Magazines)

 □ 1. Titles and bylines on the contents page, in the family home evening ideas, and in the captions match the titles and bylines on the article, including capitalization and spelling.

 □ 2. Department heads (First Presidency Message, Latter-day Saint Voices, and so on) are the same as they were in the previous issue. (These must be exactly the same every month.)

 □ 3. All late changes have been made.

 □ 4. All italic and bold text is present.

 □ 5. All superscript numbers are in place.

 □ 6. All files are correct, including the *Children's Section* page numbers.

I certify that the translation is true to the source text according to the criteria listed above. I have made all necessary corrections.

Language Supervisor

The language supervisor:

☐ Assigns and monitors all translation work of a single language in an assigned area or region by matching project complexity with the ability and workload of individual translators and by providing direction to see that projects are completed in a timely manner and within budget.

☐ Reviews and proofreads all materials to be translated.

☐ Personally completes various translation projects as appropriate.

☐ Determines the acceptability of translation, interpretation, and recording the project completed by translation full-time staff and contracted translators by reviewing, proofreading, evaluating, and correcting the work.

☐ May interpret general conference, seminars, interviews, phone calls, and so on by listening in one language while simultaneously rendering what has been said into another language.

☐ May record materials for audiovisual production by acting as a language coach or talent in a sound studio.

☐ Controls the quality and acceptability of non-English Church publications by proofreading text and by reviewing typesetting, layout, and artwork.

☐ Recruits translators and interpreters from the ranks of local, active Church members and trains them in the Church translation process.

☐ Serves as a linguistic, cultural, and information advisor by consulting with Church writers and officers as required.

☐ Trains staff.

☐ Properly coordinates with Human Resource the administration of salaries, benefits, and wages.

☐ Maintains an orderly office and organization by preparing and submitting annual budgets, keeping an orderly filing and records system, preparing and submitting regular reports as requested and needed, and keeping office equipment and software running and up-to-date.

☐ Regularly provides the supervised translators with current word lists to ensure that approved terminology is used for key Church terms.

☐ Maintains Clarity and regularly updates the status of assignments.

☐ Ensures that the translators understand to whom each translation should be sent, how it should be sent, and when it is due.

☐ Instructs the translator on how to transmit data electronically.

☐ Performs a supervisor check of every translated job before it is sent to typesetting or production and before payment is made. In all instances, the language or multi-language supervisor should advise the translator of the positive and negative results of the supervisor check.

☐ Follows the Language Supervisor—Multilanguage Supervisor Checklist to make sure everything is in order before sending the translation in for production.

☐ Logs the completed translation into Clarity.

☐ Archives a copy of the translation.

☐ Initiates payment under the following conditions:

- o The job has been received, accompanied by an invoice from the contract translator or reviewer and a completed quality assurance checklist.

- o The job has been accepted by the language or multi-language supervisor.

- o Payments should be made through appropriate Finance Department channels to the individual contractor in accordance with his or her written instructions or invoice. Cash working funds should not be allowed. Contracts, invoices, and requests for payment should be filed according to language and project.

Multi-language Supervisor

The multi-language supervisor's (MLS) responsibilities are the same as the language supervisor with the exception of three things:

☐ The MLS has more than one language.

☐ The MLS does not have full-time translators.

☐ The MLS normally does not speak the other languages.

Language Supervisor–Multi-language Supervisor Checklist

Item: _____ Date: _____

Supervisor: _____ Language: _____

Nonscripture translation quality standard: 100% of all translated documents preserve the original meaning of Church doctrines and policies.

Yes	No	

1. [ ]   [ ]   Is the translation complete?
Comments:

2. [ ]   [ ]   Are *Key Terminology List* terms correctly translated?
Comments:

3. [ ]   [ ]   Are verses that contain key doctrine and policy correctly translated?
Comments:

4. [ ]   [ ]   In addition to the verse that contain key doctrine and policy, have an additional 5% of the total verses been checked to ensure they are correctly translated?
Comments:

5. [ ]   [ ]   Is the necessary data entered into the approved tracking system?
Comments:

6. Total number of changes made per typing guide page:

I certify that the translation meets the quality standard established for the translation of nonscripture materials.

Production Proof Review
Checking Production Proofs

☐ The language supervisor has the production proofs checked for completeness and clarity, marks all production errors, logs the proof task in Clarity, and returns the proofs to the appropriate production center as indicated on the job ticket or translation request.

☐ The language supervisor should:

- Select and train proof checkers.

- Receive proofs from the appropriate production center (e.g., SLGraphics) according to schedule, along with a Proofing Cycle for Non-English Jobs form.

- Log the proofs into Clarity, and assign them to a proof checker.

☐ The proof checker should:

- Be a native speaker of the target language.

- Begin checking after the document has been typeset.

- Not have to read every word; however, depending on the quality of the typesetting service, it may be necessary to do another complete proofreading.

- Scan the layout for missing or misplaced text, insertion of page numbers (on the contents and index pages), hyphenation, type style, and visuals and captions. It may be necessary to refer to the original translated text or to an English printed copy.

- Compare the titles in the table of contents with the titles in the text.

- Mark any corrections. (Adobe Acrobat Reader/Writer)

- SLGraphics produces a low-resolution PDF for proofing and e-mails it to the specified language office or translation supervisor.

- The proof checker opens the PDF using the current approved Adobe Acrobat version. The proof checker should review any comments or questions noted on the proofing cycle form and respond to the specific needs indicated.

- The proof checker highlights the incorrect words using the Highlighter tool.

☐ After the first production proof, the proof checker should:

- Ensure that the corrections made in the previous proofs have been done correctly.

- Check carefully the entire page on which any correction was made to ensure that no new errors were introduced.

- Check the page before and after each page on which a corrections was made to ensure that text was not moved to or from an adjacent page.

- Check the order of the text from page to page, column to column, and break to break.

- Check hyphenation, especially if an article or a paragraph has been reset.

- Check all headlines, captions, and quotes.

- Ensure that the page numbers are printed, in the right order, and found in the table of contents or index.

- If any changes are made to the text during the proof cycle, the language supervisor should ensure that the same changes are made in the official unformatted translated database.

☐ After the proof has been reviewed, the language supervisor should:

- Use the Proofing Cycles for Non-English Jobs form to document the review of proofs.

- Complete the proof task in Clarity.

- Save the proofs to the production proof folder in Clarity or send the proof to the person identified on the job ticket. Make a notation on the proof form if another proof is required

☐ If another proof is required:

- The production center makes the suggested corrections and returns another proof as requested by the language supervisor.

- Repeats this process until the typeset materials are correct.

- The language supervisor notifies the production center that the materials are approved for printing.

Proof Reviewer Quality Assurance Checklist – Production Proofs

Item: _____   Date: _____

Proof Reviewer: _____   Language: _____

This checklist is used to proof review production proof (PDF format) after typesetting has been done. The translation must be free from errors in layout and completeness. Answer the following questions after you have proofread the assigned item. Return this form to your supervisor with the translated item.

LAYOUT

Yes No
1. [ ] [ ]   Have you scanned the layout of each page, checking for correct indentation, alignment, spacing, and the correct position and style of titles?
2. [ ] [ ]   Have you checked to ensure that titles in Table of Contents match titles in the text of the item?
3. [ ] [ ]   Do type characteristics (Italics, underlining, boldface type, etc) match the English original?
4. [ ] [ ]   Have you checked word hyphenation to ensure that it is correct?
5. [ ] [ ]   Have you made the necessary corrections in the PDF proof file?

COMPLETENESS

1. [ ] [ ]   Have you checked to ensure that all page numbers in the Table of Contents and Index provide the correct page reference? If page numbers were not included in the printed proof copy, have you provided the correct page numbers?
2. [ ] [ ]   Have you checked page number references in locations other than the Table of Contents and Index to ensure they are correct and complete? If page numbers were not included in the printed proof copy, have you provided the correct page numbers?
3. [ ] [ ]   Have you checked visuals and captions to ensure that they are complete and correct?
4. [ ] [ ]   Have you scanned each page to check for completeness?
5. [ ] [ ]   Have you made the necessary corrections in the PDF proof file?

OTHER (For Magazines)

1. [ ] [ ]   Titles and bylines on the contents page, in the family home evening ideas, and in the captions match the titles and bylines on the article, including capitalization and spelling.
2. [ ] [ ]   Department heads (First Presidency Message, Latter-day Saint Voices, and so on) are the same as they were in the previous issue. (These must be exactly the same every month.)
3. [ ] [ ]   All late changes have been made.
4. [ ] [ ]   All italic and bold text is present.
5. [ ] [ ]   All superscript numbers are in place.
6. [ ] [ ]   All files are correct, including the *Children's Section* page numbers.

I certify that the translation is true to the source text according to the criteria listed above. I have made all necessary corrections.

Magazine Review Checklist - General Conference

Language/code _____

Month/year _____

1st	2nd	
❏	❏	Cover: correct title, banner, month, year, volume and issue number, barcode
❏	❏	updated masthead
❏	❏	multiple mastheads in place for SP and PO
❏	❏	translated folios with correct fonts
❏	❏	pseudo fonts corrected
❏	❏	ellipses – correct and consistent
❏	❏	hyphens and dashes – correct and consistent
❏	❏	punctuation, including quote marks – correct and consistent
❏	❏	drop cap sizes enlarged if applicable
❏	❏	drop quotes in place if applicable
❏	❏	all superscript numbers in place
❏	❏	hyphenation correct and consistent
❏	❏	consistent waterlines throughout magazine
❏	❏	correct specs for titles, head, subheads, poetry, etc.
❏	❏	correct captions and credits in place
❏	❏	check for appropriate tracking, leading, and alignment
❏	❏	fix midline soft returns, conspicuous line breaks, widows, and orphans
❏	❏	heads and subheads have at least two lines of text below them
❏	❏	end bullets in place
❏	❏	late text changes made
❏	❏	photos are cropped correctly and fill their boxes
❏	❏	"Amen" is consistent at end of each talk (punctuation before, capitalization)

For non-monthly languages:

❏	❏	contents titles match talk titles
❏	❏	references and notes match English
❏	❏	if a paragraph has multiple quotes or ellipses, check for completeness

Translation Technical Review

The language or multi-language supervisor completes the top portion of this form and sends it along with the materials being submitted for technical review according to instructions provided on the Job Ticket. The technical reviewer completes the bottom portion of this form and returns it with the item after the review is completed.

Language Supervisor or Multilanguage Supervisor Section

Title: _____ Item #: _____

Language: _____ Supervisor: _____

Date item is being submitted for technical review: _____

Submitted by language or multi-language supervisor to (check one):

[ ] Translation Division at Church headquarters for coordination of technical review with originator.

[ ] Designated representative of originating department in the area, where translation is performed, to perform or coordinate the technical review.

Name of representative: _____

Submitted in the following approved format, along with the English translation guide file in the same format (check one):

[ ] Electronic word-processing file. File includes versification codes and word list term shading.

[ ] Printed file. File includes versification codes and word list term shading.

Note: The supervisor is to submit the English translation guide along with the translated text and in the same format, electronic or printed, as the translated text.

Date by which review is to be completed:

Comments from Language or multi-language supervisor:

Technical Reviewer Section

Reviewer's name: _____

Date item received for review: _____ Date reviewed item returned: _____

Item returned to: _____

Comments from technical reviewer (continue on reverse as needed):

Priesthood Review

When planning the translation of any critical and sensitive nonscripture publication, the Translation Division will ensure that Church doctrines and policies are accurately presented in all languages. Some translations require an additional step in the process, called a Priesthood Review.

Critical and sensitive nonscripture publications are defined as documents (circular letters excluded) that have been carefully written or reviewed by the First Presidency or Quorum of the Twelve. Examples of these publications are the *Church Handbook of Instructions, The Living Christ,* and *The Proclamation on the Family*. These types of publications will be identified by the Curriculum Department, under the direction of the Priesthood Executive Committee, when the publication is first assigned for translation or revision.

Three experienced priesthood leaders will be recommended by the Area Presidency and approved by the Scriptures Committee. Once they accept the call, they are set apart by the Area Presidency. In some cases sisters may also be selected to read sections for the Relief Society, Young Women, and Primary. These reviewers are then trained by the area translation manager.

These review readings are to concentrate on and ensure the correctness of the translation and readability to target language speakers. Therefore, it is necessary that the reviewers should have knowledge of both English and the target language.

☐ The Job Ticket indicates when a critical and sensitive nonscripture publication needs to have a priesthood review. When the job ticket is received by the language or multi-language supervisor, the translation work should begin as soon as possible and every effort made to meet the established schedule, including the extra step of priesthood review.

☐ At the same time the translation begins the area translation manager recommends to the Area Presidency possible priesthood leaders and sisters, if necessary, to be members of the priesthood review committee. The Area Presidency selects the individuals they feel most comfortable with and sends their names to the Translation Division for submission to the Scriptures Committee.

☐ The Scriptures Committee reviews and approves names of the reviewers and prepares a letter addressed to the Area Presidency instructing them to call and set apart the designated persons to read and provide comments on the translations. The Area Presidency receives the appointment letters and calls and sets apart each person.

☐ The area translation manager conducts the review. He or she trains the reviewers, distributes the translation in segments, if necessary to meet deadlines, and reconciles questions and comments with the translators.

Music Translation

Translation General Guidelines for Music Production
12 January 2007

Before assigning a music item for translation, the supervisor should refer to N-11, Policies Relative to the Translation and Revision of Hymns (23 June 1994) and Instructions Relative to the Translation and Revision of Hymns (23 June 1994; revised 25 July 1995) and provide the appropriate training to translators and reviewers who will work on the music translation assignment.

When the translation is complete, you must submit all of the following:

1. Music worksheets
2. MSWord file with the versification codes (electronic text file)
3. Completion Checklist for Music Production

The production of music in Salt Lake has often been delayed because:

1. The information submitted was not complete.
2. The information on the music worksheets and the text in the electronic file did not match.
3. The texts in the music worksheets and electronic file were not hyphenated.
4. Mood markings and credit information were missing from the electronic file.

Music Worksheets

The music worksheets are provided mainly to indicate **exact syllable placement**.

For example, if the worksheets have blank lines for four verses, translators need to fill in all four verses in the music worksheet with proper and exact syllable placement. This can be done by hand.

The music worksheet MUST accompany the electronic file when submitting jobs. Sending these items separately will result in job delays and, in some cases, require that jobs to be redone or recreated.

Music worksheets should be submitted either as a scanned document (sent as a JPG or PDF) **OR** faxed to the Translation Division.

Do not submit annotated PDF files for the first input cycle (initial submitted translation). Hand write or type in the text, then scan it and submit it, or fax it to the Translation Division. All text on the worksheet needs to be visible at first glance instead of having to open dozens of annotated boxes containing text. Annotated PDF files are only used for proofing or correction cycles.

MSWord File (electronic text file)

The electronic text should be sent as a MSWord file. The text that is to be provided electronically should be **complete** and **accurate**. Make sure that ALL text elements such as title, mood marking, credits, scripture references, copyright, and other written musical directions such as "slower," "quietly", and so on, are included.

In most cases it is not possible to make the text on the music worksheets exactly match the text in the electronic file. But where possible, be sure that the translation on the worksheets matches the electronic file. Please follow the new guidelines and instructions provided in this addendum.

If there are discrepancies between the worksheets and the electronic file, **the electronic file will be followed** rather than the worksheets. The worksheets will be used only as a reference for syllable placement.

Hyphenation

Hymn and song lyrics MUST be hyphenated. There should be NO extra spaces between syllables or hyphens. Unhyphenated lyrics are useless. Please do NOT include two versions of the text (one version hyphenated and the other unhyphenated). Languages where hyphenation is not used are not required to hyphenate; however, the words still must be broken into syllables.

This is correct:
    1. Ein En-gel kam zu Jo-seph Smith

This is NOT correct:
    1. Ein En - gel kam zu Jo - seph Smith
(Note the extra spaces between the syllables and hyphens. Please do not do this.)

Poetic Form

Verse text should match the English database. Group the text of each verse together.

This is correct:
    1. Ein En-gel kam zu Jo-seph Smith
und gab ihm aus der Erd
auf gold-nen Plat-ten den Be-richt,
ganz heil und un-ver-sehrt.

    2. Von Völ-kern wird da-rin er-zählt,
die einst, vor lan-ger Zeit,
ge-lebt im Land A-me-ri-ka,
dort ü-berm Meer so weit.

This is also correct:
    1. Ein En-gel kam zu Jo-seph Smith und gab ihm aus der Erd auf gold-nen Plat-ten den Be-richt, ganz heil und un-ver-sehrt.

    2. Von Völ-kern wird da-rin er-zählt, die einst, vor lan-ger Zeit, ge-lebt im Land A-me-ri-ka, dort ü-berm Meer so weit.

This is NOT correct:
    1. Ein En-gel kam zu Jo-seph Smith und gab ihm aus der Erd
    2. Von Völ-kern wird da-rin er-zählt, die einst, vor lan-ger Zeit,
    3. Ne-phi-ten, La-ma-ni-ten hat der Herr dort-hin ge-bracht,

    auf gold-nen Plat-ten den Be-richt, ganz heil und un-ver-sehrt.

ge-lebt im Land A-me-ri-ka, dort ü-berm Meer so weit.
und all den Völ-kern ging es gut, wenn sie sein Wort be-dacht.

Do NOT format the electronic text to match the verse text as it appears in the music worksheet.

Sample Music Worksheet

An Angel Came to Joseph Smith

Sample MSWord File (electronic text file)

~ - • - ~

|b00784-AnAngelCame
|cTitle
|v0
Enkeli tuli Joseph Smithille

|c1
|v1
1. Maan uu-me-nis-ta en-ke-li toi
e-siin pii-los-taan
Ja Jo-se-phil-le luo-vut-ti
tuon kir-jan ar-vok-kaan.

|v2
2. Se ker-too: Her-ra kä-del-lään tuon
kan-san mui-nai-sen
Näin joh-ti y-li mer-ten
maa-han lu-pa-uk-si-en.

|v3
3. Sai rau-has-tan-sa naut-ti-a
nyt kan-sa jo-kai-nen,
Kun kuun-te-li-vat Her-raa
käs-ky-jän-sä to-tel-len.

|v4
4. Kun lu-en kir-jaa, ym-mär-rän
lap-sis-taan ai-ni-aan
Hän kaik-ki-al-la pi-tää
huol-ta, hoi-vaa, ra-kas-taa.

|c2
|v1
Vakaumuksella

|v2
Sanat: Anna Johnson, 1892–1979. © 1969 IRI
Sävel: A. Laurence Lyon, s. 1934. © 1989 IRI
Tämän laulun saa kopioida satunnaiseen, epäkaupalliseen käyttöön kirkossa tai kotona.

|v3
JS–H 59
1. Nefi 18:22-23
4. Nefi 15–18; Moroni 10:3

116

Music Production Checklist
Completion Checklist for Music Production

Hymn or Song Title _____

Item _____   Item # _____

Language _____   Date

Supervisor _____

~ • ~

Verify that ALL elements listed below are complete and included as part of the project you send to TransOps, and certify that this is so with your signature on this checklist.

Include a copy of this checklist with the project you send to TransOps, and keep a copy for your own files.

~ • ~

☐ Lyrics are hyphenated on worksheet and in electronic text file. (For languages where hyphenation is not used the words still must be broken into syllables.)

☐ No extra spaces appear between syllables and hyphens in the electronic text file.

☐ Lyrics are correctly formatted in poetic form.

☐ Only the hyphenated text is contained in the electronic text file. (For languages where hyphenation is not used the words still must be broken into syllables.)

☐ All text elements contained in the .te file are translated and included in the electronic text file. These include:

   ☐ Mood marking
   ☐ Credits
   ☐ Scripture references
   ☐ Copyright
   ☐ Other musical directions such as "slower," "quietly", etc.

☐ Translated text on the music worksheet matches the translated text in the electronic text file to the best of your knowledge. (If the text does not match, the text contained in the electronic text file will be used.)

☐ The MSWord (electronic text) file is submitted via Clarity.

☐ The music worksheet has been scanned into a JPG or PDF and submitted electronically through Clarity to the Translation Division

_____

Language Supervisor or Multilanguage Supervisor Signature   Date

Reconciling Corrections

Any changes or suggested corrections that are made to the translation need to be reconciled with the translator and reviewer before sending the project back to the language or multi-language supervisor for submission to production.

☐ When each reviewer completes his or her work, the review is saved in the appropriate folder in Clarity.

☐ At each step the name of the document needs to be changed. For example: When the translator has completed his translation, he may add a TR at the end of the file name. When the content reviewer has completed his review, he may change the TR to a CR. The same would happen with a language review (LR) and proof (PR.)

☐ Reviewers who feel there is a need to make corrections during this process are required to negotiate any changes between themselves and the translator and come to an agreement on how to proceed. If no agreement can be made, the language or multi-language supervisor will intercede and make the decision. Agreement needs to be made before submitting the translation to production.

Submitting with Reconciled Corrections

Reconciled translations need to be sent to the language or multi-language supervisor who certifies translation quality and submits the translation to production.

When a reviewer completes his or her work, he or she submits it according to instructions given by the language or multi-language supervisor at the beginning of the project. Following exact instructions given in the Job Ticket or TR are critical as there may be different locations where the job is to be sent depending on the type of project it is. The documents to be submitted include:

☐ Corrected text with corrections marked

☐ Proof Reviewer Quality Assurance Checklist

☐ Invoice (for contractors)

Making Revisions

When planning the revision of published nonscripture items, the division will ensure that doctrines and policies are accurately presented in all languages and that revision work is approved and prioritized in proper relationship to the translation of new materials. There are three primary reasons for considering a revision of a translated nonscripture item:

☐ A new or revised scripture edition introduces different translations of passages quoted or paraphrased in an item.

☐ The existing translation is determined to be unacceptable because of revised key terminology, the inaccurate translation of doctrines or policies, or grammatical or lexical changes in a language.

☐ The English source item has been revised.

☐ Area Presidencies, headquarters departments, or translation staff, recommends revisions on an item-by-item basis after considering the reasons given above and other pertinent factors. Revision work must be authorized through the approved correlation processes and completed according to approved priorities and available resources, as determined during the annual translation request cycle. Typographical corrections that do not affect the content of the item may be made during normal reprint cycles without approval from the Correlation Department.

Revisions Due to New or Revised Scripture Editions

☐ Following the publication of a new edition of the scriptures in a language, the language or multi-language supervisor updates the language word list according to the latest scripture translation. He or she ensures that changes in terminology found in the scriptures are immediately incorporated into nonscripture translations in process.

☐ During the annual translation request cycle (annual window), the Area Presidency, assisted by the area translation manager, requests the revision of nonscripture materials affected by the new edition of the scriptures. They follow the instructions in the annual translation request materials that relate to the revision of existing materials. They take into account the impact of planned revision work on the normal translation workload and the translation capacity.

☐ The request for revision is reviewed by the Correlation Department. If the request is approved, Internet and Project Coordination in the Curriculum Department issues a Job Ticket with the same English approval date but with the new translation approval date. A list of scripture references and an index of key terms for each item are provided by the Translation Division.

☐ On an exception basis, an Area Presidency or an originating department may request a revision outside of the annual translation request cycle (annual window) by submitting a Request for Correlation Approval for consideration.

☐ When planning a revision based on a new scripture edition, the language or multi-language supervisor should consider the following:

☐ Funding: If this is an area-requested project, funding will normally come from the area. If this is a project requested from Church headquarters, the funding will come through project funds.

☐ Items that contain the greatest number of scripture passages or paraphrases may require revision first.

☐ Items that will be used during upcoming curriculum years (manuals for Sunday School, Melchizedek Priesthood, Relief Society, CES, etc.) may require revision before items that do not have the same time requirements.

☐ Revisions of nonscripture translations usually should not be made until after the publication of the Triple Combination in a language. The publication of a new edition of the Book of Mormon alone should not require the revision of a nonscripture item if a new or revised edition of the D&C and Pearl of Great Price is to be published prior to the regularly scheduled reprinting of the item.

☐ Items that are to be phased out or revised in English within the coming year normally will not require revision.

☐ There are times when key words may need to be changed in a revision or reprint. Before any changes can be made, a Request for Correlation Approval needs to be filled out and sent to Correlation. The translations of these key terms may not be changed without approval from the appropriate presiding councils at Church headquarters. No Job Ticket will be issued nor approval given to proceed with any changes until this has happened.

Revisions Due to the Unacceptability of the Current Translation

☐ Following the publication of a nonscripture translation, the language or multi-language supervisor maintains a file of feedback received regarding the translated item. This feedback comes from various sources, including members, translation office personnel, and post-publication quality checks. The language or multi-language supervisor also keeps the official electronic database for the translated item in the approved format.

☐ When the language or multi-language supervisor becomes aware that a published item is not acceptable according to established criteria, he or she prepares a request for revision by completing a Request for Correlation Approval to be considered as part of the annual translation request cycle. The language or multi-language supervisor attaches to the request a copy of the translation marked with samples of the proposed revisions, a detailed explanation of the need for the revision, and a proposed timeline for preparing corrections for production.

☐ During the annual translation request cycle, the Area Presidency, assisted by the area translation manager, requests the revision of these items using the request form and documentation prepared by the language or multi-language supervisor. They follow the instructions in the annual translation request materials that relate to the revision of existing materials. They take into account the impact of planned revision work on the normal translation workload and the translation capacity.

☐ On an exception basis, an Area Presidency or an originating department may request a revision outside of the annual translation request cycle (annual window) by submitting a Request for Correlation Approval (Short Form). In these cases, the language or multi-language supervisor attaches to the request a copy of the translation marked with samples of the proposed revisions, a detailed explanation of the need for the revision, and a proposed timeline for preparing corrections for production.

☐ The request for revision is reviewed by the Correlation Department. If the revision is approved, Internet and Project Coordination in the Curriculum Department issues a Job Ticket with the same English approval date but with the new translation approval date. The Translation Division provides the necessary translation tools (such as translation guides, word lists, etc.). The language or multi-language supervisor follows the instructions on the Job Ticket to complete the revision.

Revisions Due to a Revised English Source

☐ When an English item is revised, the Correlation Department determines whether non-English versions of the item also will be revised. If the non-English version is to be revised, the Correlation Department includes the item in the annual translation request worksheets.

☐ The Curriculum Department issues a Job Ticket that includes the new English approval date, the new translation approval date, and additional instructions. The Job Ticket is sent to the language or multi-language supervisor with appropriate translation tools provided by the Translation Division.

Normal Reprint Cycles

☐ The area materials management manager and area translation manager discuss future reprints as part of their ongoing coordination efforts. Reprints required due to depletion of stock should be anticipated with sufficient time to request, approve, and complete any revision work that may be necessary. In most cases, if a revision is needed but will not be completed in time for a scheduled reprint, a sufficient quantity of the current translation could be reprinted "as is" to fill orders until the revision can be completed.

Technical Review

A technical review of translated nonscripture materials is performed at the request of the originating organization or at the discretion of the language or multi-language supervisor.

☐ At the earliest possible stage in the production process, the originating organization at Church headquarters should request that the translated version of an item be submitted for technical review by a representative of the organization. The Job Ticket should provide instructions for submitting the translated text for technical review.

☐ The language or multi-language supervisor who desires a technical review should submit a request to his or her area translation manager, along with a proposed revised schedule for the project.

☐ A content expert assigned to perform a technical review should:

☐ Be worthy of a temple recommend and able to receive inspiration about the review assignment.

☐ Have target language proficiency to determine if the technical content of a translated item is correct.

☐ Have an in-depth knowledge of the technical content of the English source item.

☐ Be familiar with the intended use of the item.

☐ Have received technical review training from the translation staff.

☐ The technical reviewer should:

☐ Check the translation for correct terminology, consistent usage of technical terminology, and correct translation of technical content.

☐ Indicate corrections and suggestions.

☐ Certify that, as corrected, the quality of the translation is no longer deficient in any way.

☐ The technical reviewer should provide specific suggestions (not just subjective comments) for changes to the translated text.

☐ Not suggest changes that represent a departure from the English original.

☐ When the technical reviewer has completed the work, he or she should return the materials to the Translation Division at Church headquarters or to the language or multi-language supervisor if the review is performed in the language area. The Translation Division at Church headquarters returns completed technical reviews to the language or multi-language supervisor.

☐ If the language or multi-language supervisor does not agree with a suggestion, he or she should communicate with the area translation manager, who then arranges a reconciliation meeting with the manager of international operations. Following reconciliation, the language or multi-language supervisor should ensure that corrections are incorporated in the translation.

Post-Translation Review

A post-translation review (Proof) of translated nonscripture materials is performed after all translations have been completed, compiled, and certified by the originating department as done.

☐ By definition a post-translation review is done in a "working application" such as a Web site, PowerPoint, DVD, manual, or Java program. When an error is found in these media it is not always easy to find the corresponding text in the original files. Translation Memory (TM) can sometimes help but not always. What is required is a simple and quick way to find the original files so they can be updated based on feedback from the real, working application. The key to a good post-translation review is discussion early on with the department (client) architects.

☐ The manager of localization meets with the product manager in the originating department and plans how the review is to be done.

☐ The originating department is required to provide instructions on how to view and manipulate each screen so the reviewer will be assured that each and every screen has been viewed, tested, and verified for accuracy. A method to be able to match content in the real product with content in WorldServer or other translation tools needs to be worked out early on in the design phase of the product. Instructions for this review should be provided in the Job Ticket with due dates approved by the area.

☐ In most cases, the Translation Division requires that all post-translation reviews be done in-country by the same translator who translated the software. If that is not possible, the language or multi-language supervisor will appoint a reviewer who is familiar with the system and product. This can be done in several ways:

  o With a tool from the originating department or Translation that will allow searching for a sentence that contains the text needing correction. The tool should automatically pull up the web page in WorldServer or another application that contains this text. It should be possible to search both English and the target language.

  o With software like Web-Ex where an engineer could be online with an in-country office reviewing the translated software screen by screen.

  o By providing the entire source to the language office with instructions on how to view and make corrections to the code.

  o By providing a URL that the language office can navigate to and an explanation of how and where to make the corrections.

  o By providing a URL that the language office can navigate to and make notes on what needs to be corrected. Then the translator can work via Web-Ex or some other approved program where the engineer makes the changes with the translator watching to verify the change was done correctly.

- At Church headquarters with an agreement from the area translation manager, language or multi-language supervisor, and manager of international operations.

Originating Organization Review

Periodically, the area translation manager or manager of international operations at Church headquarters reviews the quality of the translation with the originating organization.

☐ The area translation manager or manager of international operations should arrange to meet with a representative of the originating organization to discuss the quality evaluation of a translation.

☐ The appropriate manager should provide the originating organization with quality system documentation, including technical reviews, user surveys, supervisor checks, manager reviews, and member-reader reports for the selected translation.

☐ The appropriate manager should invite the representative of the originating organization to provide feedback to improve future revisions. Feedback should focus on accurate doctrines and policies.

☐ The appropriate manager should report the results of the meeting to the language or multi-language supervisor, area translation manager, and manager of nonscripture translation.

User Survey

The language or multi-language supervisor invites local Church members to evaluate 5 to 10 percent of selected translated materials for review after they are published. A score of 15 on the survey is required for the item to be considered acceptable.

☐ The area translation manager or language or multi-language supervisor should provide a User Survey for a specific published translated item to at least 5 to 7 local Church members. These members should be those who have most likely received, read, and used the item. The manager or supervisor should provide a specific time frame for the members to complete and return the surveys and may provide the means for returning the survey (e.g., a stamped, pre-addressed envelope, e-mail address).

☐ Each member evaluates the publication using the form and returns the form according to instructions.

☐ The area translation manager or language or multi-language supervisor should record the survey results in Clarity and use the results to train translation team members.

User Survey Form

<div style="border: 1px solid black;">

U S E R   S U R V E Y

for

Item Name/Number:

Date Given to member:

This survey is designed to give you an opportunity to comment on the translation of materials published by the Church. Please respond honestly to the statements and questions in this survey.

1. A translator produces materials that are written so that readers are able to use them as they are intended to be used. Please indicate your level of agreement with the following statements (1=strongly disagree, 2= disagree, 3=agree mostly, 4=agree, 5=strongly agree).

	Strongly disagree	Disagree	Agree mostly	Agree	Strongly agree
The meaning of doctrine and policies is clear	1	2	3	4	5
Grammar and language usage are correct	1	2	3	4	5
The language used is appropriate for the intended user audience	1	2	3	4	5
The language used makes the material easy to use and understand	1	2	3	4	5
The language used permits the user to feel the inspiration of the spirit	1	2	3	4	5

2. If parts of this item make the intended meaning unclear, please note the page and paragraph number below, and explain why the meaning is unclear.

</div>

3. If you found grammatical, spelling, or punctuation errors in the item, please note them here (include page and paragraph number):

Please fill out this survey and return to _____

(language supervisor's name and address) by _____.

This survey was completed by: _____, from the

_____ Ward or Branch.

Area Translation Manager Review

The area translation manager, with the language or multi-language supervisor's help, reviews selected portions of published translations during operational reviews or at other times. The area translation manager monitors the planning, assigning, and tracking of translation work to ensure quality assurance.

☐ The area translation manager should select a few published items to review.

☐ During operational reviews or at other times, the Area Translation Manager, with the language or multi-language supervisor's help (or, if the supervisor does not know the target language, with a native language consultant's help), should ensure that:

   o Terms from the Key Terminology List are translated correctly and consistently.

   o All verses containing key doctrine or policy are translated correctly.

   o All passages contain all components of the original text (paragraphs, headings, subheadings, captions, and so forth).

   o The results of this review are entered in the approved tracking system.

Operational Review

The objective of an operational review is to provide an experience that broadens the vision of each manager and supervisor and ensures a culture of excellence in translation. The review is an opportunity for independent analysis of translation actions and beliefs that result in current performance levels compared to those actions and beliefs necessary to elevate needed areas to results that will be consistent to the standards of a model translation office. This process involves:

☐ Training and feedback on the standard (translation model office).

☐ A comparison of current actions and beliefs to the Church's model translation office.

☐ Assisting language or multi-language supervisors and translation managers to "see" the gaps (if any).

☐ Assisting language or multi-language supervisors and translation managers to "own" their gaps.

☐ Assisting language or multi-language supervisors and translation managers to develop solutions that will fill the gaps (solve it) and gain the results desired.

☐ The standards, gaps, and solutions provide the DTA a plan, for his approval, that establishes accountability and improvement for excellence to area translation staff and a course for Translation Services to provide ongoing, meaningful support (do it).

In addition to the analysis and plan, additional training will be provided on the Bishopric Model for Translation, specialized translation skills, and necessary spiritual gifts. This opportunity also allows relationships to be strengthened between area translation staff and the translation leaders at Church headquarters.

☐ Four weeks before an operational review visit, the manager of translation or the international operations manager and area translation manager should review and update operational review files for the language office and prepare an operational review packet.

☐ Two weeks before a visit, the appropriate manager should give the operational review packet to the language or multi-language supervisor and request that he or she complete the packet and return it in time for the international operations manager to review it before the trip.

☐ The language or multi-language supervisor should complete all checklist items and questions and provide all supporting documentation requested. He or she should then return the packet to the manager before the deadline.

☐ The international operations manager should review the completed packet and request additional information as needed.

☐ The appropriate manager should conduct the operational review in the following order:

☐ Prayer

☐ The objectives of the review

☐ Clarification of unclear details of the review

☐ An evaluation of the operational review packet with the language or multi-language supervisor. This evaluation may include, but is not limited to:

- A discussion of each item in each section of the packet.

- The Bishopric Model for Translation.

- The Translation Office Model.

- A review of office records.

- An examination of office documents.

- A discussion of items that suggest nonconformity with documented policies and procedures.

- A discussion of items that suggest extraordinary performance or exceptional service.

- Interviews of staff members to obtain additional insight.

- Documentation of all observations made during the review.

- An analysis of observations to determine which require action.

- A record of observations on the Operational Review Action Report.

- The Gift of Translation presentation.

- Finding Those Prepared presentation.

☐ End the review by holding a closing meeting with the language or multi-language supervisor to discuss observations and the follow-up and report process. (The appropriate manager should provide a copy of the action report to the supervisor and request that he or she provide an action plan for each item within two weeks of the review. The appropriate manager should also leave a copy of the action report with the supervisor.)

☐ The appropriate manager should follow approved procedures in completing the most current operational review reports. The following people receive copies of these completed reports:

- o The Director of Translation Division

- o The Manager of Translation Services

- o The International Operations Manager

- o The Area Translation Manager and language or multi-language supervisor

- o The director for temporal affairs (an action item report only. If the DTA wants to see the full operational review, that would be sent to him.)

The original files are stored at Church headquarters and followed up on by the manager of international operations and area translation manager.

SECTION 12—Forms and Guidelines

Job Ticket

Translation Request

TRANSLATION REQUEST | TR

This form is to be used only by Church departments to request essential language services for official Church business. If the requested item has a Church item number or is copyrighted, submit it for translation through the Church Correlation Department. When possible make arrangements to send it to the Translation Department via electronic mail by calling extension 4747. Please allow three to five days for translation of a one to two page document in most languages.

Requesting Department	Requestor's Name	Floor	Phone	Authorized Signature (Director Level)
Language	From English	Date submitted	Date Needed	Handle as:

No. of pages:	Description of Item:
	Provide translation on: **8.5 X 11 inch White Paper**

Type of service wanted: **Complete Translation**

Special instructions:

For use by Translation Department only

Process	Kind V/F/C	Assigned to	Date Assigned	Target Date	Completion Date	Hours spent	Translated words or TGP
Translation							
First Review							
Second Review							
Proofread							
Interpretation 1							
Interpretation 2							
Interpretation 3							

WHITE: Requesting Department CANARY: Translation Department returns with completed request PINK: Translation Department file GOLDENROD: Translator

Treatment Grades
18 November 2009

Philosophy

- The philosophy behind treatment grades, with their associated tasks, is to allow language supervisors and planners the ability to expend the correct amount of time and translation resource on approved Church projects based on the projects intent, purpose, client need, audience, budget, etc. Language supervisors should better be able to manage their time and resources according to the type of projects they receive.

Policy

- The level of translation treatment that a document should receive is determined by the client and the Translation Project Office. This is communicated to language supervisors on the job ticket and the tasks available for assignment in the project tracking system. A summary of the five grades of treatment are:

Grade	Type	Doctrine	Visibility	Description	Tasks Required
Prime A+	Highest quality	Contains doctrine and/or Church policy	Internal Church-wide and External	Scriptural content requiring ecclesiastical review. Requires unique approval process Temple ordinances	Eccl. Review outside TRL in addition to full TRL Reviews
Choice A	High quality	Contains doctrine and/or Church policy	Internal Church-wide and External	Includes most content the Church produces Non-ordinance temple materials	Full TRL Reviews CR LR PR Supervisor Check Slix Proofs
Select B	Good quality	May or may not contain doctrine but contains Church policy	Internal Church-wide and specific domains	Administrative materials, forms, instructions, etc. Correspondence and unpublished sermons	Two TRL Reviews CR PR Supervisor Check (brief check)
Standard C	Acceptable quality	No doctrine but may set operational policy	Internal, limited domains	Church terms are non-essential. Technical, instructional, operational manuals or guides	One TRL Review PR Supervisor Check (brief check)
Utility D	Acceptable quality	Specific to each case.	Never published for internal or external use	Summary translation or information only. Literalness is not crucial. May use machine translation. Never to be delivered as "Church" produced.	None or specific to each case Supervisor Check (brief check)

Procedure

1. Treatment grades will be assigned by the Translation Project Office.
2. Treatment grades will be identified in the new jobs meeting (with client consultation as needed) and corresponding tasks will be assigned in Clarity by either the project manager or the Translation Project Office.
3. Language Supervisors will be alerted to the treatment grade and corresponding tasks by:
    a. Tasks assigned in Clarity.
    b. "A+ to D" grade noted in the job ticket in Clarity.
    c. Translation Requests will always default to a "Standard C" grade for treatment unless noted by headquarters.
    d. Exceptions must be cleared by the area translation manager and operational manager at headquarters.
4. Language supervisors have the ability to choose not to complete assigned tasks, per treatment grade, based on the skill set of available translators or local circumstances without needing permission. Language supervisors can remove unneeded Clarity tasks from the record. This is often necessary when a source text is not received until shortly before an interpretation or recording event. It also applies to translations done by members of an interpretation team in a language for which there is not an established language office.
5. When additional tasks are needed (beyond the approved grade treatment) permission must be obtained from the area translation manager and operational manager at headquarters.
6. Project budgets will be established by Translation Finance and Support Services based on the treatment grade assigned, hence the need for approval by headquarters if more tasks are required than originally budgeted.
7. Accountability for keeping projects within their assigned treatment level is the responsibility of the language supervisor and area translation manager. The principle is that designated treatments reflect the resources, cost, and time the organization wants to spend on a particular project. Allowing *scope creep* (the increase in scope during the course of a project) should be avoided.
8. The 'supervisor check' task is required for all translation work. The 'supervisor check' should be performed by the supervisor or his/her designee.

9. Additional tasks may also be added when translations are done for live interpretation or audio recordings. When a translation has significant text gain, an interpreter may shorten the text, taking care not to alter the original meaning. It is understood and accepted that a written translation will not always match with the corresponding audio interpretation and that the published written text represents the official translation. For some recorded products, changes to the translated text may be made to facilitate the intent and purpose of the product. Such changes must be approved by an assigned language coach.

Naming Convention Guidelines

Anytime a translation has changed, the name needs to be changed to ensure everyone knows what stage the translation is in. The names should be changed on the translation itself and also in the subject line of the e-mail message. This is to be done as follows:

From Salt Lake to Translators and to Reviewers

With the introduction of WorldServer, Clarity and Credenza, file names may be different from time to time. The example given below is generic and may slightly change depending on the project. When a project is assigned in Clarity, the name of this file will normally be as follows:

Product ID_Product Component_TRL Component_Language Code

Example- PD00000000_SUB_CXX_000

- PD00000000 = the product ID number for the job (PD00001666, PD00002435 etc.)
- SUB = means this is for subtitles. It could be Scripts or something else.
- CXX = (C00, C01, C02 etc) this is the translation component.
- 000 = is the language code. 000 is English. When the translation has been completed, the 000 should be changed to the proper language code of the language being translated. (059, 002 etc.)

Example of moving a translation job through the process

A translator in Japan received, in Clarity, a script to work on. When the translation has been completed by the translator, the translator should rename the file so the next person in the review process knows which file to work on. At each review step the name should be changed. An example of this would be:

PD00001234_SCR_300_C02_TR

PD00001234 = is the Product ID number

SCR = is the abbreviation for Script

300 = Japanese

C02 = means this is an additional component to this job

TR = this is the translated copy that has not been reviewed yet

When the translator has completed this job, and after he or she has renamed the file, he or she saves the file in the Translations in Progress directory in Clarity. The Content Reviewer downloads the file, and when done, he or she renames the file as follows:

PD00001234_SCR_300_C02_CR

The file is then sent to the Language Reviewer or other person on the review list as determined by Project Management. In each case the ending will be changed to **LR** for Language Review or **PR** for Proof Review. When everything required has been completed, the translation is sent to the language or multi-language supervisor, who does a language supervisor check, changes the ending on the file to **FN** (for final copy), and saves it in the Final Folder in Clarity, or sends it on through Credenza, according to the instructions on the Job Ticket or Translation Request.

Production Proofs

Once typeset, SLGraphics, Liahona_CUR, or LiahonaNews will put a proof directly into the Product Proof folder in Clarity in a .pdf format. **PD00001234_SCR_300_C02_1.pdf**

The language or multi-language supervisor will rename the file as follows showing that it has been completed. Each subsequent proof will be in numerical order: (TRL1, TRL2 etc) **PD00001234_SCR_300_C02.trl1.pdf**

There will also be a Proof Cycle form attached that needs to be filled out and sent back to SLGraphics or the Liahona with a box checked if it is OK to print or if another proof is needed. There is a sample of this form below. Place comments in the comment box.

Submission of Translations

Before sending any project back, it is critical to review the Job Ticket or Translation Request instructions.

Credenza - For general publications, music, forms, letters, notices, and AV items.

Credenza - For the monthly messages (visiting teaching and First Presidency) and *Liahona* magazine

Cur-Liahona - Liahona magazine translations (CUR-Liahona@ldschurch.org).

LiahonaNews - For local news sections of the *Liahona,* including the General News and Additional News (LiahonaNews@ldschurch.org).

Conference_TRL   For interpretation events, including general conference, firesides, stake conference broadcasts, and other broadcast events.

TranslationRequest_TRL   For translations assigned with a translation request (TR).

SLGraphics	For proofs. Once typeset, SLGraphics sends a proof directly to the language or multi-language supervisor in a .pdf format. The e-mail subject line will be: 00000_000_MMMyy_First Proof.pdf
	Once the language or multi-language supervisor makes changes to the .pdf, he or she sends it directly back to SLGraphics.
	The language or multi-language supervisor lets SLGraphics know if the item is ready to print or needs corrections. If the language office requires another look, SLGraphics will send out a second proof.
Localization Projects	Always read and follow the Job Ticket instructions.

- WorldServer
- Credenza

Publication Input Guidelines Using Microsoft Word

Purpose and Scope

The purpose of these input guidelines is to ensure that the electronic documents submitted to Salt Lake City for production are prepared in such a way that they can be accurately converted to a format required by the graphics production system. Deviations from these input guidelines could cause improper data conversion, incorrect characters to be printed, or data to be eliminated, causing additional correction cycles and job delays.

If an area translation office finds it necessary to use software or hardware that is not mentioned in these guidelines, or if they must use a font other than those listed herein, they must contact the Translation Division in Salt Lake City **before** they begin input of the materials. This will allow Translation and Curriculum to coordinate the appropriate computer support for the exception language before input is begun. The nonstandard software or fonts may then be used for production input after all conversion and font support issues are solved.

These guidelines are based on the following standards:

1. Computers being used are IBM-compatible computers (PCs).
2. The default operating system software is Windows 2000 or Windows XP.
3. The application software to be used is Microsoft Word 2000 or 2003.
4. The standard fonts* accepted for input are:
   a. Times New Roman
   b. Arial Unicode MS
   c. LDS Times Unicode
   d. Baby Babel

[*Note: For Cambodian, Thai, Tamil, Telugu, Hindi, Sinhala, Amharic, Urdu, Maltese, Armenian, and Georgian, special input fonts and/or application programs have previously been approved. See Item Specific Instructions below, under the heading Font Exceptions, for font names currently approved for use. Please contact the Translation Division for any special instructions regarding language input not covered by these guidelines.]

The data conversion programs are based on the characters available from the Insert>Symbol> Symbols dialog with Font: (normal text). Additional character conversion programming has been done to support any specific font development required for languages that are not covered in this character set. If nonstandard fonts are required, and there are no fonts available locally, custom fonts can be provided by the Graphics Division to support virtually all approved languages. Please contact the Translation Division at Church headquarters for additional information. If fonts other than those mentioned above are used, please send a copy of those fonts to the Translation Division at Church headquarters as support materials for data conversion.

General Instructions

☐ The files should be set up so that the base font for the document is taken from the approved list: Times New Roman, Arial Unicode MS, or LDS Times Unicode.

☐ Formatting should be kept as simple as possible. *Please do not try to make the word processor document appear like the final printed document.* This formatting will be taken care of in the production cycle. The more complex the word processor formatting, the greater the likelihood of problems when the data is converted to the production system. Most of this extra formatting must be removed before the data can be accurately converted.

☐ When setting up a style for Word 2003, you must set up the font in two separate places. If both font ranges are not explicitly set, Word will make character and font substitutions that may or may not be converted correctly. These character and font substitutions made by Word are not consistent from one computer to the next, so they are not generally programmable for us in data conversion.

☐ Do not enable hyphenation in the documents. Do not use hard hyphenation to make line endings. These will cause conversion problems. Line ending decisions will be made in the production cycle.

☐ Do not use hard line endings (Enter key) to manually break lines within paragraphs, and do not use hard page breaks in the middle of paragraphs to force page breaks. Use these only at the end of headings and paragraphs.

☐ If the quotation system for the language is the same as is used in English, then in the Tools>AutoCorrect>AutoFormat As You Type dialog, leave on only "Straight quotes" with "smart quotes." Turn everything else off. If a different quotation system is used, then turn off this feature also.
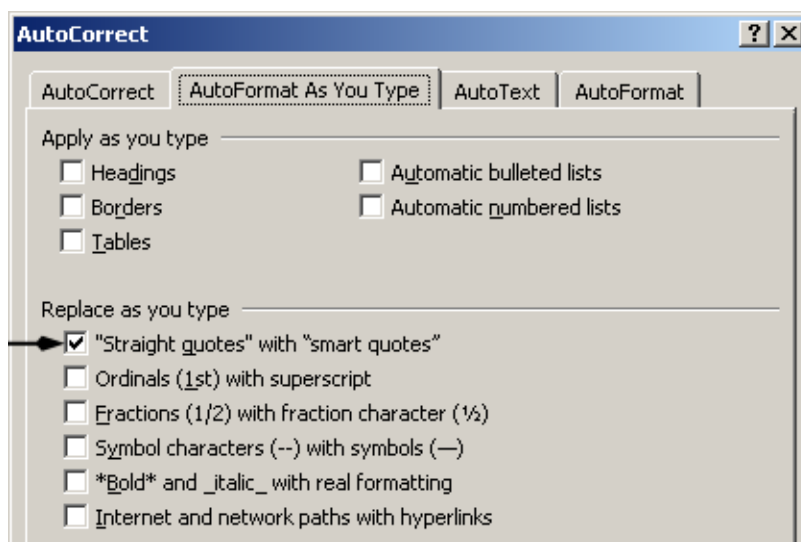

☐ Do not use the Outline feature.

☐ Do not use the Format>Bullets and Numbering option.

☐ There are many characters that can be added to the file using the Insert>Symbol>Symbols dialog with Font: (normal text*). Many, but not all, of these characters are supported. Those that are supported are listed specifically below.

☐ In the Tools>Options>Save dialog, turn off the "Allow fast saves" option.
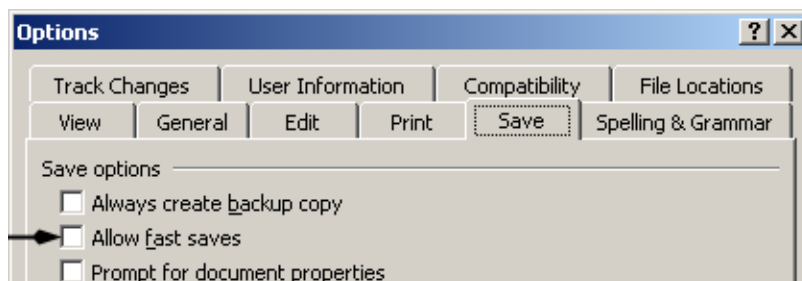
☐ If revision tracking is used, in the Tools>Track Changes dialog all changes should be accepted or rejected before submitting the document. The conversion program defaults to "Accept all changes," which may not be what was desired.
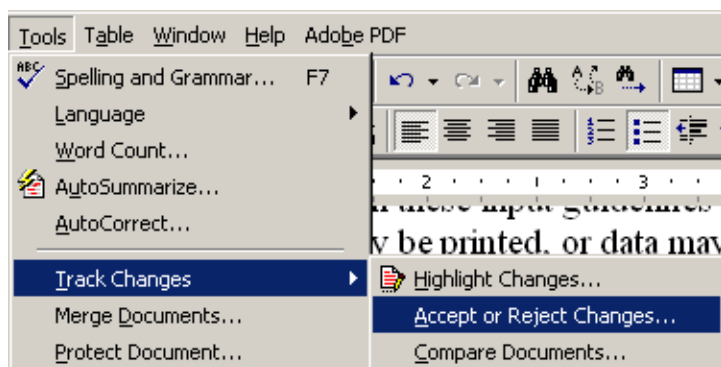
☐ Instructions for accessing characters from a font or adding special characters may vary, depending on the operating system configuration, the configuration of Word that is being used, and the character set being used in the fonts. Specific instructions will be provided on an as-needed basis.
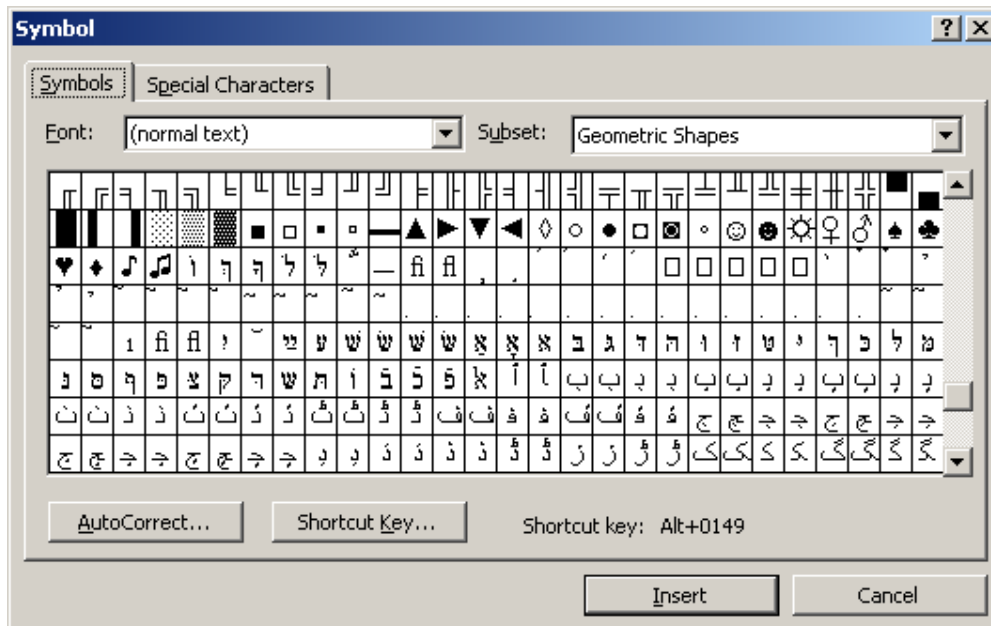
Item Specific Instructions

Bold

Use the Word bold function to make a word or phrase bold as a typeface change within a paragraph. Do not change to a bold font.

Breath Marks See *Glottal Stops.*

Bullets and Boxes See also *Characters and Symbols.*

Use the characters found in the Insert>Symbol>Symbols dialog, with Font: (normal text) and Subset: Geometric Shapes.

Characters advised for bullets and boxes include ■ □ ▪ ▫ ▬ ▲ ► ▼ ◄ ◊ ○ ● ◘ ◙ ∘.

Do NOT use the automated style feature to get bullets or boxes.

Characters and Symbols

The first section below shows the keystrokes automatically programmed to provide the indicated characters. These keyboard strings can be assigned to convenient keyboard positions at the discretion of the input operator. The second section shows the characters from the Insert>Symbol>Special Characters dialog.

In addition, a great deal of font development has been done, and continues to be done, in the Graphics Division at Church headquarters to support the many language character sets found worldwide. Custom-built TrueType fonts are available from the Graphics Division to support virtually all roman languages and many non-roman languages. Please contact George Simper of the Graphics Division in Salt Lake for the latest information on supported languages.

Type International Characters

All of these characters are supported

Ctrl + `(Accent Grave), *letter*   À à   È è   Ì ì   Ò ò   Ù ù

Ctrl + '(Apostrophe), *letter*   Á á   É é   Í í   Ó ó   Ú ú   Ý ý

Ctrl + Shift + ^ (Caret), *letter*   Â â   Ê ê   Î î   Ô ô   Û û

Ctrl + Shift + ~ (Tilde), *letter*   Ã ã   Õ õ   Ñ ñ

Ctrl + Shift + : (Colon), *letter*	Ä ä Ë ë Ï ï Ö ö Ü ü Ÿ ÿ	
Ctrl + Shift + @, A or a	Å å	
Ctrl + Shift + &, A or a	Æ æ	
Ctrl + Shift + &, O or o	Œ œ	
Ctrl +, (Comma), C or c	Ç ç	
Ctrl + ' (Apostrophe), D or d	Đ ð	
Ctrl + /, O or o	Ø ø	
Alt + Ctrl + Shift +	? ¿	
Alt + Ctrl + Shift +	! ¡	
Ctrl + Shift + &,	s ß	

Insert>Symbol>Special Characters (20 characters)

Em dash	Alt + Ctrl + Num -	—
En dash	Ctrl + Num -	–
Non-breaking hyphen	Ctrl + _	-
Optional Hyphen	Ctrl + - (Non-display character)	
Em Space	None (Non-display character)	
En Space	None (Non-display character)	
¼ Em space	None (Non-display character)	
Non-breaking space	Ctrl + Shift + Space (Non-display character)	
Copyright	Alt + Ctrl + c	©
Registered	Alt + Ctrl + r	®
Trademark	Alt + Ctrl + t	™
Section	None	§
Paragraph	None	¶
Ellipsis	Alt + Ctrl + .	…
Single Open Quote	Ctrl + ` + `	'
Single Close Quote	Ctrl + ' + '	'
Double Open Quote	Ctrl + ` + "	"
Double Close Quote	Ctrl + ' + "	"

No-width Optional Break   (Non-display character)

No-width Non Break   (Non-display character)

Insert>Symbols, Font: (normal text)

Any characters on the authorized fonts are acceptable. If help is required accessing particular characters, please contact George Simper of the Graphics Division in Salt Lake.

Charts. See *Columns, Tables.*

Columns. See also *Tables.*

Please input text in one column only. Please do not use the Word columns function, as the text input using this function frequently does not convert properly. Columns and other final page formats will be made in the production cycle.

Copyright Symbol (©)

While holding down the Alt and Ctrl keys, press the "c" key (Alt + Ctrl + "C"). If some other character is required and is not available, contact George Simper in the Graphics Division in Salt Lake City for instructions.

Dashes

☐ Use one hyphen (-) for a short dash (hyphen), as for compound words (Latter-day).

☐ Use two hyphens (--) for a medium (en) dash between numbers, as in a scripture reference (Mosiah 18: 21–24).

☐ Use three hyphens (---) for a long (em) dash, as in the italic chapter headings in the scriptures (Exhortation to teach the true doctrine only—Christ came to save repentant sinners.) Also used in abbreviations such as JS—H and JS—M.

Ellipses

Input three periods (...) or four periods (....) in a row, without spaces between, for three-dot and four-dot ellipses. The three-dot ellipsis may have a space either before it or after it, depending on context. The four-dot ellipsis should always have a space after it. Please contact George Simper in the Graphics Division in Salt Lake City if some other format is required for ellipses for a particular language.

File Size

☐ The regular issues of the *Liahona* should be submitted as one document, with a hard page break between articles and sections. The conference issues (January and July) should be submitted as multiple files using pre-assigned numbers for each talk.

☐ Scriptures materials should use the file names and content as listed in the document Scriptures Publication Input Guidelines Using Word 2000.

☐ Place the text for all other jobs not specified above in a single text file per job.

Font Exceptions

Language translators for the following languages have requested to use the following special input fonts, which are approved for use:

- Cambodian—Limon S1
- Thai—Angsana or Cordia UPC
- Tamil—Bharani Medium
- Telugu—Pallavi Medium
- Hindi—NeoNatraj Medium
- Urdu—Noori Nastaliq (using InPage 2.7.8)
- Sinhala—ThibusDTP01
- Armenian—Arial LatArm or Times LatArm
- Maltese—AMtTimeas or AMtWebSans
- Georgian—Grigolia and Grigolia Mtavr

Font Variables (attributes) See also *Bold, Italics, Small Caps, Superscript, Subscript, Underline.*

☐ The italics, bold, underlining, small caps, superscript, and subscript attributes will be retained. (See individual entries).

☐ Font variables such as small, fine, large, and extra large will be ignored, since the page layout program will use different sizes and styles.

Footnotes and Endnotes

Do not use the Word footnotes or endnotes functions. The data will not be properly converted. Instead, use the Word superscript feature to create footnote or endnote numbers or letters in text. Key in the text for the footnotes or the endnotes at the end of each chapter or article.

Forms See also *Columns, Tables*

Do not use the Word forms features, graphic lines, or paragraph borders to create charts or forms. Text should be input as straight text with versification codes.

Glottal Stops

Contact the Translation Division in Salt Lake City for specific instructions on input for glottal stops.

Graphics

Do not insert graphic objects into the document for any purpose. Graphics included in the document will not be converted to the production system and will be discarded. The proper images will be inserted in the production process.

Headers and Footers

Headers and footers in MS Word are for manuscript and administrative use only and are not typeset. They are removed before data conversion is done.

Indents See *Columns, Tables.*

Final indents and tabs will be determined by the page layout system. These characters should be used in input only to clarify, not to format. The required formatting for charts and tables will be inserted in production.

☐ The tab and indent characters should be used for numbered lists, indented paragraphs after bullets, and so forth.

☐ Do not use the Format>Bullets and Numbering option. (See *Bullets and Boxes*, above.**)**

Italics

Use the Word italics function to italicize a word, phrase, and so on. Do not change to an italic font. Do not use underlining to identify text that should be italic.

Non-breaking Space

The non-breaking space acts as a space where a line ending is not valid at that point, such as between the 1 and Nephi in 1 Nephi. Hold down both the Shift key and the Ctrl key, and then press the space bar key to access this character. (Shift + Ctrl + Space)

Overstrike Characters

Overstrike is generally used to create a character that is not available. Please do not use it. If you find that the character you need is incorrect, or is not available, contact George Simper in the Graphics Division in Salt Lake for a corrected input font or for specific input instructions.

Prime Marks

These are used for measurements (inches ″and feet ′). Do not use the quotes for these characters. They are found in the Insert>Symbol>Symbols dialog, with Font: (normal text) and Subset: General Punctuation.

Quotation Marks

Use the quotation mark characters that are appropriate for your language. For many languages, the single and double quote characters located on the keyboard next to the Enter key are correct and the SmartQuotes function will provide the correct characters. You may also use the typographic characters from the Insert>Symbol>Special characters dialog. If you find that the characters you need are incorrect or are not available, contact George Simper in the Graphics Division in Salt Lake for a corrected input font.

Please be consistent within the document in the use of quotes. Don't mix keyboard quotes with the typographic character quotes in the same document. This could cause incorrect characters to be generated when the files are converted.

Rules

Type the word *(LINE)* in English where you need a horizontal line, such as a fill-in-the-blank. Do not create the lines using Word underscoring, hyphens, or graphic lines. Do not use this feature for lines that are associated with heading levels.

Small Caps

Use the Word small caps function to get small caps. For small caps in the scriptures, please follow the instruction in Scriptures Publication Input Guidelines for Word 97/2000.

Subscript

For inferior numbers and letters, use the Word subscript function.

Superscript

For superior numbers and letters use the Word superscript function.

Tabs See also *Indents, Tables*

Use tabs whenever tabs are needed, such as for paragraph indents. Do not use tabs to create tables or multiple columns.

Tables

Input tables and charts in one column only. Input the entire first column, then the second column, third column, and so on. Do not use the Word tables function. There may be exceptions to this general instruction. Please follow any specific instructions that may be given for a particular publication.

Thin Space See *Nonbreaking space.*

Underlining See also *Italics*
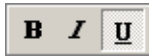
Both single and double underlined text will become single underlined text when typeset. Do not use underlining to identify text that should be italic.

Versification Codes

All files should include versification codes provided by the Translation Division. The versification codes should not be changed or altered from currently existing guidelines set up by the Translation Division. The only exception to this policy is AV scripts that have been created in the approved two-column format. This format allows the AV producer to have the English source text and the translated target text on the same page.

Liahona Input Guidelines for General Conference

The following are input instructions for the general conference *Liahona* magazine. **Please keep in mind that failure to follow these instructions may result in the files being returned for corrections or cleanup.**

1. Input the text in MS Word 2000 or MS Word 2003. Do not use WordPerfect. Correction files during proof cycles can be in either MS Word or MS Word "RTF" format as necessary.

2. Use the same application for the input of text for all files, if possible. Do NOT import or cut and paste WordPerfect text into an MS Word document.

3. Please use the approved font: Baby Babel, Times New Roman (Unicode-compliant) for all languages. (During proof cycles, "Summary of Comments" correction files can be in the Arial font as necessary.)

NOTE: This applies specifically to the *Liahona* Magazine conference issues typeset in Salt Lake City.

4. Versification codes (WordCruncher codes) must exist in all text files and must follow the English template (.te) file. These versification codes need to be exactly the same as the ones in the final databases. Also, please do not change English words in versification code lines, such as "Notes" or "Title," into another language.

5. In MS Word, if the Track Changes function has been used, make sure that all changes have either been accepted or rejected and that all proof-cycle corrections have been made before sending files to Salt Lake City.

6. Do not use underlining unless it is in the original manuscript.

7. Do not use unnecessary styles ("Body Text" styles, etc.) Do NOT use the Normal (Web) style, as this has caused character mapping problems during conversions.

8. If using WordFast or TRADOS, make sure all WordFast or TRADOS codes and characters have been removed before sending files to Salt Lake City.

9. Files should be organized in three general groups, as shown below. The files should not be chained together unless you can ensure that all files are present and in the correct order. When you submit these files in groups, please indicate the name of the group in the subject line of your e-mail:

   Group 1: Inside and outside cover text (numbered 03 and 71).

   Group 2: Conference talks (numbered in the range of 10 through 69).

   Group 3: Preconference miscellaneous files (numbered in the range of 01 through 09) and postconference miscellaneous files (numbered in the range of 72 through 82).

10. The same files should not be submitted twice. If the office needs to submit an updated translation, the file names should indicate the update (e.g., 26985_xxx_**updated**.doc).

11. Do not compress the files (using "zip" format) when e-mailing them to us, unless it is necessary because of size.

12. Headers in the interpretation scripts (e.g., April 2006 Saturday Morning session --- 11 President Gordon B. Hinckley xxx Language p.1) should be deleted from the final translation files.

13. For interpretation purposes, you were asked to put texts in double or 1-1/2 spacing; however, for the *Liahona* magazine, the spacing must be changed to single spacing.

14. If there are any questions, please contact the Translation Division or Liahona CUR.

15. The files should be submitted to Liahona CUR (CUR-Liahona@LDSChurch.org).

SECTION 13—Translation Reports, Policies, and Procedures

Weekly Submission

Clarity helps language or multi-language supervisors effectively plan, control, and evaluate translation projects to assist in project control. Clarity will generate project reports based on the information that is input in the field. If that input is incorrect, submitted late, or not submitted at all, this will reflect on the financial and late reports distributed to the director for temporal affairs and controller.

Monthly Stewardship Report

Each month the language or multi-language supervisor prepares a report of what has been accomplished the past month. Also, he or she reports on problems that were overcome and identifies current challenges and areas where improvement is needed. This report is sent to the area translation manager. The area translation manager sends this report to the manager of international operations at Church headquarters. This is sample of the report that should be used:

Monthly Stewardship Report

1. HQ Department or Area:

2. Month and Year:

3. Name of Steward:

4. Major Issues:

5. Sensitive Matters:

6. Personal:

Policies and Procedures

Translation policies and procedures are updated from time to time. They include all policies and procedures for the Translation Division, not just nonscripture. The Translation Handbook of Instructions does not contain every policy and procedure in regards to translation. Thus it is critical to obtain a copy of the Policies and Procedures manual and to refer to it often. Below is a list of some of the topics found in the Policies and Procedures manual that would be found useful. :

- Preserving translations of critical nonscripture items in safety
- Translating the name of the Church
- Inter-area translation request assignments
- Requesting revisions of translated nonscripture items
- Quoting scriptures in nonscripture materials
- Translation of terms on the Key terminology list

- Policies relative to the translation of nonscripture materials
- Translation requests from non-Church entities
- Translation of video Subtitles
- Policies relative to the translation and revision of hymns
- Translation into English
- Quoting Bible passages in nonscripture materials
- Archiving responses to nonscripture translator questions
- Translation of presentations
- Terminology management
- Translating names found in the scriptures
- Collecting suggested changes to printed scriptures
- Readdressing scripture questions
- Answering scripture questions
- Distributing copies of non-English scripture databases in safety
- Preservation of non-English scripture databeses in safety
- Scripture audio recording authorization and production processes
- Bible selection criteria
- Bible selections and approval for non-English languages
- First Presidency and Quorum of the Twelve Policies Relative to Translation of the Standard Works.